

Resettlement Framework

November 2013

BAN: Coastal Towns Environmental Infrastructure Project

Prepared by the Local Government Engineering Department, Government of Bangladesh for the Asian Development Bank.

CURRENCY EQUIVALENTS

(as of 9 October 2013)

Currency Unit	=	Tk
Tk1.00	=	\$0.01
\$1.00	=	77.66

ABBREVIATIONS

ADB	–	Asian Development Bank
AP	–	affected person
CTEIP	–	Coastal Towns Environmental Infrastructure Project
DOE	–	Department of Environment
DPHE	–	Department of Public Health Engineering
EMP	–	environmental management plan
FGD	–	focus group discussion
GRC	–	grievance redressal committee
GRM	–	grievance redress mechanism
IPSC	–	interministerial project steering committee
IR	–	involuntary resettlement
lpcd	–	liters per capita per day
LGED	–	Local Government Engineering Department
NGO	–	nongovernment organization
OHT	–	overhead tank
PIU	–	project implementation unit
PMU	–	project management unit
PPTA	–	project preparatory technical assistance
PTW	–	production tubewell
RoW	–	right of way
RF	–	resettlement framework
RP	–	resettlement plan
SPS	–	Safeguard Policy Statement
ToR	–	terms of reference
WAPDA	–	Water and Power Development Authority

WEIGHTS AND MEASURES

km	–	kilometer
m ²	–	square meter
mm	–	millimeter
m ³	–	cubic meter

GLOSSARY OF BANGLADESHI TERMS

<i>crore</i>	–	10 million (= 100 <i>lakh</i>)
<i>ghat</i>	–	landing station for boats, steps providing access to river/canal for bathing, etc.
<i>hartal</i>	–	nationwide strike/demonstration called by opposition parties
<i>khal</i>	–	drainage ditch/canal
<i>khas, khash</i>	–	land/property belonging to government
<i>kutcha</i>	–	temporary structure, e.g. made of tin and wood

<i>lakh, lac</i>	– 100,000
<i>madrassa</i>	– Islamic school/college
<i>mohalla</i>	– community area
<i>mouza</i>	– government-recognized land area
<i>mouza map</i>	- cadastral map of <i>mouza</i> showing plots and their numbers
<i>parshad</i>	– councilor
<i>pourashava</i>	– municipality
<i>pucca</i>	– good quality, well-built, solid
<i>thana</i>	– police station
<i>upazila</i>	– subdistrict

NOTES{S}

In this report “\$” refers to US dollars.
“TK” refers to Bangladesh Taka.

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I. PROJECT DESCRIPTION

A. Introduction

1. The Coastal Towns Environmental Infrastructure Project (CTEIP) is a key infrastructure initiative of the Government of Bangladesh. The project is located in the coastal area of Bangladesh, and is designed to improve and expand municipal infrastructure and related services in selected *pourashavas* (municipalities), incorporating climate change resilience measures. The project consists of three components: (i) improved climate-resilient municipal infrastructure; (ii) strengthened institutional capacity, governance, and awareness; and (iii) project management and administration support. The impact of the project will be improved climate change resilience and natural disaster preparedness in coastal towns. The outcome of the project will be improved access to climate disaster-resilient municipal services, including (i) municipal infrastructure such as drainage, cyclone shelters, urban roads, bridges, culverts, solid waste management, bus terminals, slum improvements, boat landings, and markets; (ii) water supply; and (iii) sanitation. The project is to be implemented in 6 years from 2014 to 2020.

2. A project lending modality is used; the release of project funds to the *pourashavas* will be administered under a two-stage process known as a performance criteria mechanism, whereby the project *pourashavas* have to meet certain institutional capacity and governance criteria to receive funding. Infrastructure subprojects are therefore divided between Batch 1 Stage I and II funding, and Batch 2 Stage I and II funding. Batch 1 Stage I covers the *pourashavas* of Amtali, Galachipa, Mathbaria, and Pirojpur, while Batch 2 covers the *pourashavas* of Barguna, Daulat Khan, Kalapara, and Bhola.

II. OBJECTIVES, POLICY FRAMEWORK, AND ENTITLEMENT

3. The LGED does not envisage significant impacts in terms of land acquisition and consequently, involuntary displacement. This resettlement framework (RF) is prepared to provide guidance to the LGED, participating *pourashavas*, and project consultants who will be carrying out the investment program and will need to follow ADB's safeguard policy in event of unanticipated involuntary resettlement impact during project implementation or other project activities identified after approval. This RF will also provide guidance for preparing future subproject components in Batch 1 Stage II and Batch 2 activities of CTEIP. Where involuntary land acquisition and resettlement are not involved and land donation or negotiated land purchase will be adopted, this RF will provide the steps to be taken in order to comply with ADB's SPS 2009 requirement.

4. As per ADB SPS 2009,¹ this RF does not apply to negotiated settlements where both the government and the people agree to a fair price for land and other assets, unless expropriation would result from the failure of negotiations. Specific requirements have been set up in this RF to provide steps to be followed when negotiating land acquisition, to be used by the *pourashava* when acquiring land for project activities.

5. This RF applies to all APs with land status permanently or temporarily affected due to the project activities, including purchase and temporary use during construction. It also applies to people whose use of state land, sanctioned or not, changes as the result of the investment. The RF does not apply to government land that is transferred from one authority to another, or is used for the reconstruction, unless third parties are adversely affected by the transfer or use.

¹ See, ADB SPS (2009), Appendix 2, paragraph 25.

B. Policy Framework

6. This framework is prepared based on applicable legal and policy frameworks of the government, namely the Acquisition and Requisition of Immovable Property Ordinance 1982 and its subsequent amendments in 1993 and 1994 (ARIPO), and ADB's Safeguard Policy Statement (SPS), 2009. In case of discrepancy between the policies of ADB and the government, ADB policy will prevail.

7. The government's ARIPO policy does not cover project-displaced persons without titles or ownership record, such as informal settler/squatters, occupiers, and informal tenants and leaseholders (without documents), and does not provide for replacement value of the property acquired. The ARIPO has no provision for resettlement assistance for restoration of livelihoods of displaced persons, except for legal compensation for land and structures. Further, in most of the cases, the compensation paid does not constitute market or replacement value of the property acquired. Gaps between national law and ADB's SPS were identified, and bridging measures included in the entitlement matrix for the project. ADB's SPS applies to all ADB-financed and/or ADB-administered sovereign projects and their components, regardless of the source of financing, including investment projects funded by a loan, a grant, or other means. The draft resettlement plan represents a single, uniform document agreed upon by both the Government of Bangladesh and ADB to ensure compliance with respective rules and policies.

8. The land acquisition law of Bangladesh, ARIPO 1982, with subsequent amendments in 1993 and 1994, is followed for acquisition and requisition of properties required for the development project in Bangladesh, which does not match the government's commitment to reduce poverty. Table 1 provides the comparative analysis between ARIPO's laws related to land acquisition, compensation, and involuntary resettlement and ADB's requirements as prescribed in SPS 2009.

Table 1: Comparison Between Government of Bangladesh Laws and ADB Safeguard Policies on Land Acquisition and Resettlement

Sl. No.	ADB's SPS (2009)	Acquisition and Requisition of Immovable Property Ordinance (ARIPO) of 1982	Gaps Between ARIPO and ADB's Policies and Action Taken to Bridge the Gap
1	Involuntary resettlement should be avoided wherever possible.	Not defined in the ARIPO	As with other donor-funded projects in Bangladesh, the approach of avoiding involuntary resettlement has already been taken care of while preparing this project. This will be further practiced during design and implementation.
2	Minimize involuntary resettlement by exploring project and design alternatives.	Not so clearly defined in the ARIPO Sections 3 and 18 exempt the acquisition of property used by the public for religious worship, public or educational institutions, graveyards, and cremation grounds.	The resettlement plan clearly defines the procedures on how to minimize the involuntary resettlement through proper alternate engineering design and adequate consultation with stakeholders.
3	Conducting census of displaced persons and resettlement planning	The ARIPO spells out that upon approval of the request for land by the office of the deputy commissioner, its own staff will conduct the physical inventory of assets and properties found on the land. The inventory form consists	The ARIPO does not define the census survey. It only reflects the inventory of losses (IOL), which is more in physical terms and only includes the names of the owners, etc. The ADB policy spells out a detailed census through household surveys of displaced persons in order to assess the vulnerability and other

Sl. No.	ADB's SPS (2009)	Acquisition and Requisition of Immovable Property Ordinance (ARIPO) of 1982	Gaps Between ARIPO and ADB's Policies and Action Taken to Bridge the Gap
		of the name of person, area of land, the list of assets affected, and the materials used in the construction of the house. The cut-off date is the date of publication of notice that land is subject to acquisition, and that any alteration or improvement thereon will not be considered for compensation.	entitlements. This RP has been prepared based on the data collected through conducting a census, a socioeconomic survey for the displaced persons, and an inventory of losses.
4	Carry out meaningful consultation with displaced persons and ensure their participation in planning, implementation, and monitoring of resettlement program.	Section 3 of the ordinance provides that whenever it appears to the deputy commissioner that any property is needed or is likely to be needed for any public purpose or in the public interest, he will publish a notice at convenient places on or near the property in the prescribed form and manner, stating that the property is proposed for acquisition.	The ARIPO does not directly meet ADB's requirements. This section of the ordinance establishes an indirect form of public consultation. However, it does not provide for public meetings and project disclosure, so stakeholders are not informed about the purpose of land acquisition, its proposed use, compensation, entitlements, or special assistance measures. The resettlement plan for the project has been prepared following a consultation process which involves all stakeholders (affected persons, government department/line agencies, local community, NGORP, etc.), and the consultation will be a continuous process at all stages of the project development such as project formulation, feasibility study, design, implementation, and post-implementation, including the monitoring phase.
5	Establish grievance redress mechanism.	Section 4 allows the occupant of the land to raise objections in writing. These should be filed with the deputy commissioner within 15 days after the publication. The deputy commissioner will then hear the complaints and prepare a report and record of proceedings within 30 days following expiry of the 15-day period given to affected persons to file their objections.	The Section 4 provision is consistent with ADB's grievance redress requirements. The resettlement plan has a special provision for grievance procedures, which includes formation of a grievance redress committee, appointment of an arbitrator, and publication of the notice of hearings and the scope of proceedings.
6	Improve or at least restore the livelihoods of all displaced persons.	The ARIPO does not address the issues related to income loss, livelihood, or loss of the non-titleholders. This only deals with the compensation for loss of land, structures, buildings, crops and trees, etc. for the legal titleholders.	The resettlement plan for this project keeps the provision for a census survey that will have the data on the loss of income and livelihood, and the same will be compensated as per the entitlement matrix for both physically and economically affected persons.
7	Land-based resettlement strategy	The ARIPO does not address these issues.	The ARIPO does not meet the requirement of ADB. Though this option may be a difficult proposition, given the lack of government land and the difficulties associated with the acquisition of private lands, the resettlement plan proposes land-for-land compensation as its priority, if feasible. Attempt will be made to find alternate land for the loss of land, in case it is available and if it is feasible, looking at the concurrence of host community and land value.
8	All compensation should be based on	The ARIPO states that the deputy commissioner determines the	The ARIPO is largely consistent with ADB policy. However, there are differences in the

Sl. No.	ADB's SPS (2009)	Acquisition and Requisition of Immovable Property Ordinance (ARIPO) of 1982	Gaps Between ARIPO and ADB's Policies and Action Taken to Bridge the Gap
	the principle of replacement cost.	amount of compensation by considering: (i) the market value of the property based on the average value during the 12 months preceding the publication of notice of acquisition; (ii) the damage to standing crops and trees; (iii) damage by severing such property from the other properties of the person occupying the land; (iv) adverse effects on other properties, immovable or movable, and/or earnings; and (v) the cost of change of place of residence or place of business. The deputy commissioner also awards a sum of 50% of the market value of the property to be acquired.	valuation of land and prices of affected assets, where ADB prescribes the use of current market rates/replacement cost in the project area. The ordinance does not ensure replacement value or restoration of pre-project incomes of the affected persons. The resettlement plan addresses all these issues, and spells out a mechanism to fix the replacement cost by having an independent evaluator (committee) who will be responsible for deciding the replacement costs.
9	Provide relocation assistance to displaced persons.	No mention of relocation assistance to affected persons in ARIPO	The resettlement plan provides for the eligibility and entitlement for relocation of the affected persons, in the form of relocation assistance, which includes shifting allowances, right to salvage materials, and additional transitional assistance for the loss of business and employment.
10	Ensure that displaced persons without titles to land or any recognizable legal rights to land are eligible for resettlement assistance and compensation for loss of non-land assets.	The ARIPO does not have this provision.	The ARIPO does not comply with ADB policy. This is a major drawback of the national law/policy compared to that of ADB. The ARIPO only takes into consideration the legal titleholders and ignores the non-titleholders. The resettlement plan ensures compensation and assistance to all affected persons, whether physically displaced or economically displaced, irrespective of their legal status. The end of the census survey will be considered the cut-off date, and affected persons listed before the cut-off date will be eligible for assistance.
11	Disclose the resettlement plan, including documentation of the consultation, in an accessible place and a form and language understandable to affected persons and other stakeholders.	The ordinance only ensures the initial notification for the acquisition of a particular property.	The ARIPO does not comply with ADB's SPS-2009, as there is no mention of disclosure of resettlement plan. The SPS ensures that the resettlement plan, along with the necessary eligibility and entitlement, will be disclosed to the affected persons in the local language (Bangla) in the relevant project locations and concerned government offices, and the same resettlement plan will also be disclosed on the executing agency's website and on the website of ADB.
12	Conceive and execute involuntary resettlement as part of a development project or program. Include the full costs of resettlement in the presentation of project's costs and benefits.	The ARIPO has a provision to include all the costs related to land acquisition and compensation of legal property and assets. However, it does not take into account the cost related to other assistance and involuntary resettlement.	The ARIPO partially meets the requirement of ADB, as it only deals with the cost pertaining to land acquisition. The resettlement plan provides eligibility to both titleholders and non-titleholders with compensation and various kinds of assistances as part of the resettlement packages, and the entire cost will be part of the project cost.

Sl. No.	ADB's SPS (2009)	Acquisition and Requisition of Immovable Property Ordinance (ARIPO) of 1982	Gaps Between ARIPO and ADB's Policies and Action Taken to Bridge the Gap
13	Pay compensation and provide other resettlement entitlements before physical or economic displacement.	The ARIPO has the provision that all the compensation will be paid prior to possession of the acquired land.	The ARIPO meets the requirement of ADB.
14	Monitor and assess resettlement outcomes, and their impacts on the standards of living of displaced persons.	This is not clearly defined in the ARIPO.	The ARIPO does not comply with ADB Safeguard policies. The resettlement plan has a detailed provision for a monitoring system within the executing agency. The executing agency will be responsible for proper monitoring of resettlement plan implementation, and the monitoring will be verified by an external expert.

ADB = Asian Development Bank, ARIPO = Acquisition and Requisition of Immovable Property Ordinance 1982, IOL = inventory of losses, NGORP = nongovernment organization implementing the resettlement plan, SPS = Safeguard Policy Statement.

C. ADB's Involuntary Resettlement Policy

9. Basic principles of ADB's SPS where involuntary resettlement is unavoidable are as follow:

- (i) Involuntary resettlement should be avoided whenever feasible.
- (ii) Where population displacement is unavoidable, it should be minimized.
- (iii) All lost assets acquired or displaced will be compensated based on the principle of replacement cost.
- (iv) Each involuntary resettlement is conceived and executed as part of a development project or program. The displaced persons (DPs) need to be provided with sufficient resources to reestablish their livelihoods and homes, with a time-bound action plan in synchronization with civil works.
- (v) The DPs are to be fully informed and consulted in details.
- (vi) The absence of a formal title to land is not a bar to entitlements.
- (vii) The DPs are to be identified and recorded as early as possible to establish their eligibility through a census, which serves as a cut-off date and prevents subsequent influx of encroachers.
- (viii) Particular attention must be paid to vulnerable households, including those without legal title to land or other assets; households headed by women; the elderly or disabled; and indigenous groups. Assistance must be provided to help them improve their socioeconomic status.
- (ix) The full resettlement costs are to be included in the project costs and benefits.

D. Resettlement Framework

10. The resettlement framework (RF) prepared for CTEIP is prepared based on applicable legal and policy frameworks of the government, namely the Acquisition and Requisition of Immovable Property Ordinance 1982 and its subsequent amendments in 1993 and 1994 (ARIPO), and ADB's Safeguard Policy Statement (SPS), 2009:

- (i) Resettlement impacts of each subproject will be avoided or minimized, exploring all viable alternative sub-project designs.

- (ii) Where the resettlement impacts are unavoidable, the DPs should be assisted in improving or at least regaining their standard of living.
- (iii) The DPs will be involved in the subproject preparation planning and implementation, and resettlement information will be disclosed to all of them.
- (iv) Vulnerable groups, including households headed by women, the elderly or disabled, indigenous groups, those without legal title to land and property, and those living below the poverty line (BPL)² will be given special assistance to help them improve their socioeconomic status.
- (v) The absence of formal title to land is not a bar to policy entitlements.
- (vi) Compensation for all lost assets acquired or affected is based on the principle of replacement cost.
- (vii) Restoration of livelihoods and residences of the DPs will be facilitated with adequate resources, with a time-bound action plan in coordination with civil works.
- (viii) DPs are to be assisted to integrate economically and socially into host communities where physical displacement takes place, so that adverse impacts on the host communities are minimized and social harmony is promoted.
- (ix) Opportunities for negotiated land purchase will be explored. In such cases of negotiated settlement and land donation, the participating *pourashava* will engage an independent third party for supervising and validating these procedures as per ADB Policy of Safeguard Requirement 2 of SPS, paragraph 25.
- (x) All payments including compensation for loss of land, assets, structures, trees, income, and common properties will be made prior to physical or economic displacement and commencement of civil construction work.

11. Subprojects to which the framework will be applied would broadly have four types of resettlement impacts that will require mitigation measures. The types of impacts are (i) loss of assets, including land, houses/shelters, and other assets attached to them; (ii) loss of standing crops and trees; (iii) loss of livelihood or future income opportunities; and (iv) loss of common property resources and loss of access or limited access to such resources.

12. Every effort will be made during subproject design and preparation to minimize acquisition of land and other assets, and to reduce adverse resettlement impacts. The structures/assets falling outside the project working zone will be left undisturbed as far as possible.

E. Negotiated Settlement

13. In line with ADB SPS 2009 (Safeguard Requirement 2), the project resettlement framework does not apply to negotiated settlements. The policy encourages acquisition of land and other assets through a negotiated settlement wherever possible, based on meaningful consultation with affected persons, including those without title to assets. A negotiated settlement will offer adequate and fair price for land and other assets. Also, in case of negotiated settlement, an independent external party will be engaged by the implementing agency to document the negotiation and settlement processes. The principles of the resettlement framework with regard to meaningful consultation processes, mechanisms for

² In the absence of both national and regional benchmarks of below poverty level (BPL) households, this project uses the upper poverty line at Tk. 1,870.6/capita/month to determine vulnerable households. This is calculated from the 2010 upper poverty line as determined by Bangladesh Bureau of Statistics, with inflation rate added.

calculating the replacement costs of land and other assets affected, and record-keeping requirements will be followed during the negotiated settlement. An external independent entity will supervise and document the consultation process and validate the process of negotiated settlement as per legal requirement. Verification will also be done by the external party to ensure that nobody will be impoverished, and no tenants/users of the land will be coercively displaced.

14. The steps to be followed by the *pourashavas* for negotiated settlement according to ADB's SPS (2009), Safeguard Requirement 2, are as follows:

- (i) Step 1: *Pourashava* will start identifying required land portions for proposed infrastructure, preferably a suitable government-owned plot. If such land is not available, identification of private land owned by individuals, families, or organizations willing to sell that piece of land will be carried out, and preliminary negotiation started with the legal titleholders. The *pourashava* will also search for the land title, to check if there are any legal or other critical issues involved (jointly owned land, land under legal dispute, etc.).
- (ii) Step 2: If legal title is clear, a detailed measurement survey (DMS) of the land parcel proposed for negotiation will be conducted by government surveyor, supervised by *pourashava* engineer, and monitored by the project management unit (PMU) or local staff of LGED, in the event that the PMU is not yet set up. The survey will cover detailed measurement of the land parcel and inventory the status/condition of all other assets on the land, e.g. trees, irrigation infrastructure, etc.
- (iii) Step 3: The valuation committee will arrive at the current value of the land and structures or assets, if any, based on the market price. This process helps define the amount that can be offered to the landowner.
- (iv) Step 4: Negotiated settlement process will start between the willing landowners and other partners (in case of joint ownership) and the *pourashava* to arrive at a consensus. During negotiation, the requirements, the purpose for which the land is sought, and provisions under Government of Bangladesh policy (ARIPO) and ADB policy will be explained to the landowner. Prior to the negotiation meeting, the *pourashava* will engage an independent third party (preferably from the locality, a senior leader of the community, agency, or NGO/CBO) in consultation with the concerned district commissioner. The independent third party will keep records of meetings, prepare minutes of meetings, and be prepared to submit these if required. The minutes of all the meetings will be recorded for transparency, and will be sent along with a note on negotiated land price to the PMU. The independent third party should ensure balanced information is provided to both parties on the value of the affected land and assets. An agreement stating intent to sell/purchase will be entered into by the *pourashava* and the landowner.
- (v) Step 5: If negotiated price for sale of land is not accepted by the land owners, or if negotiations fail to lead to an agreement within 2 months from date of initiation, the *pourashava* will seek at least two alternative plots of land and follow the process described above. In the event that negotiations for these fail in the subsequent 2 months, as well, the *pourashava* will adopt the involuntary land acquisition approach/route, which will require resettlement plan preparation or updating.

F. Land Donation

15. The steps to be followed and measures to be taken by the *pourashavas* for negotiated settlement according to ADB's SPS, Safeguard Requirement 2, are as follows:

- (i) Step 1: The *pourashava* will also be open to the possibility of land donation from the interested person/community. The land requirement will be explained to the interested donor(s). ADB's SPS Safeguard Requirement 2 will also be explained to the people willing to donate land. An independent third party will be engaged in case of land donation. The donated land must not bring any significant impact/impoverishment to the donor(s) and/or displace tenants. This will be confirmed by the assessment of the independent third party.
- (ii) Step 2: After donation of land is decided by the donor(s), the *pourashava* will initiate formalization of land donation by issuing one letter to the willing donor(s) with details of public purpose for which land is required, and the donor(s) will reciprocate by responding to the intent of donation for the said specific purpose. Then the *pourashava* will take necessary legal steps to formalize the donation.
- (iii) Step 3: The deed of gift will be registered in the name of the *pourashava*, which will handle all necessary fees and stamp duties. Henceforth the land ownership will be transferred to the *pourashava* and the land record will be revised/amended, with Record of Rights showing the changed ownership.

16. If negotiated land purchase or land donation do not yield positive results, it may trigger application of ADB policy on involuntary resettlement, and application of ADB SPS (2009) Safeguard Requirement 2 will be invoked. Preparation of a resettlement plan as per ADB policy mentioned in the SPS (2009) will be required, and this resettlement framework will be followed for preparation of RP. CTEIP PMU will instruct the detailed design consultant to start the process of RP preparation once the detailed measurement survey is complete. (Appendix 3 and 4 provide sample forms for inventory of loss surveys and business surveys.) A land acquisition process will be initiated by the *pourashava* once land requirement is finalized and the potential APs are properly consulted.

G. Eligibility Status of the Displaced Person (DP)

17. According to ADB's safeguard requirement described in SPS, displaced persons who are eligible for compensation, assistance, and benefits are:

- (i) persons who lost land/assets in their entirety or in part, having formal legal title over land;
- (ii) persons who lost the land they occupy in its entirety or in part, who have no formal legal rights to such land, but who have claims to such lands that are recognized or recognizable under national laws (such as customary right over land by tribal people);
- (iii) persons occupying land over which they neither have legal title, nor have claims recognized or recognizable under national law; and
- (iv) vulnerable households defined as poor households below the poverty line (BPL) as determined by the state, female-headed households, and indigenous/tribal people/*adivasi*, as determined by the Government of Bangladesh.

18. ADB's IR policy applies to all displaced persons mentioned above. Adequate and appropriate compensation for land and structures at replacement cost will be provided to (i) the persons having legal title over land; (ii) those without legal title but with claims recognized under national laws; and (iii) those occupying land without legal title or claim recognized under national

laws, who will be compensated for loss of structures/other assets except land. The displaced people under category (iii) are eligible for compensation and assistance only if they occupy land prior to the project cut-off-date

H. Resettlement Plan (RP) Preparation

19. As part of project preparation, a screening exercise will be undertaken by the *pourashava* and detailed design consultants using ADB's screening and categorization forms for involuntary resettlement to assess the potential involuntary and resettlement impacts to the affected population (Appendix 1).

20. As per the ADB's OM Section F1/OP March 2010 (Para 8), a screening process categorizes projects according to probable involuntary resettlement impacts. A category A project is when a project/subproject is likely to have significant³ impacts on land acquisition and resettlement (LAR). A project is category B if it is likely to have limited impacts on LAR, and it is category C if it is not expected to have impacts on land acquisition and resettlement. For projects that are category A and B, a resettlement plan (RP) will have to be prepared by the implementing agencies for review and approval by ADB. For the category C projects, no specific document needs to be prepared.

21. Based on assessment during PPTA for Batch 1, Stage I proposed investments, the project is not anticipated to involve significant land acquisition or resettlement impacts at this stage and is classified as category B. IR categorization will need to be confirmed for each subproject during detailed design, following finalization of land requirements for proposed facilities, obtaining of no-objection certificates, and finalization of alignments. All efforts shall be made to minimize adverse impacts and maximize project benefits. RPs will be prepared for each subproject/component guided by this RF, and cleared by the lead executing agency/LGED and ADB prior to bidding of civil works.

22. An RP will be prepared for different components, if required, based on the results of initial surveys following preliminary/detailed design. Appendix 2 provides an outline of an RP. The different activities required to prepare an RP are:

- (i) a survey on the involuntary resettlement (IR) impacts after the final detailed design of the project sites are finished;
- (ii) consultation with affected communities;
- (iii) census and DMS (detailed measurement survey) activities (Appendix 3 and 4 provide sample forms for inventory of loss and business surveys during DMS); and
- (iv) preparation of RP following the ADB SPS requirements.

23. For Batch 1, Stage I activities, four draft RPs are prepared based on the possible land acquisition impacts following the land requirement and IR impacts survey. After the final detailed design (engineering) is finished, the draft RPs will be updated and finalized. The final RP will be reviewed and approved by ADB prior to contract award. For Batch 1 Stage II activities, new RPs will be prepared when required for subproject components identified.

³ The involuntary resettlement impacts of an ADB-supported project are considered significant if 200 or more persons will experience major impacts, which is defined as (i) being physically displaced from housing, or (ii) losing 10% or more their productive assets (income-generating).

24. The RPs will be updated and prepared by the detailed design resettlement consultant and *pourashava*/PIU and reviewed by the PMU safeguard officer, with guidance from project management supervision consultants (PMSC) resettlement expert. The RP will be brought to the notice of affected persons. The plan will be prepared in English, with main content translated in local language, and made known to the public. This can involve the distribution of posters and/or resettlement booklets.

I. Entitlement Matrix

25. The RF has the following specific principles based on government provisions and ADB policy:

- (i) The land acquisition and resettlement impacts on persons displaced by the project will be avoided or minimized as much as possible through alternate design/engineering options.
- (ii) Where the negative impacts are unavoidable, the persons displaced by the project and vulnerable groups will be identified and assisted in improving or regaining their standard of living.
- (iii) Information related to the preparation and implementation of RP will be disclosed to all stakeholders, and people's participation will be ensured in planning and implementation. The RP will be disclosed to the DPs in local language.
- (iv) The DPs who do not own land or other properties, but have economic interests or will lose their livelihoods, will be assisted as per the broad principles described in the entitlement matrix of this document.
- (v) Before starting civil works, compensation and resettlement and rehabilitation (R&R) assistance will be paid in full, in accordance with the provisions described in this document.
- (vi) An entitlement matrix for different categories of people displaced by the project has been prepared. People moving into the project area after the cut-off date will not be entitled to any assistance.
- (vii) For non-titleholders such as informal settlers/squatters and encroachers, the date of completion of survey during detailed design will be the cut-off date, which will be declared by the EA.
- (viii) Appropriate grievance redress mechanisms will be established to ensure speedy resolution of disputes.
- (ix) All activities related to resettlement planning, implementation, and monitoring will ensure the involvement of women and other vulnerable groups.
- (x) Consultations with the APs will continue during the implementation of resettlement and rehabilitation works.
- (xi) There should be a clause in the contract agreement that the construction contractor will compensate any loss or damage in connection with collection and transportation of borrow materials.

26. The entitlement matrix provides guidance for compensation, resettlement, and rehabilitation assistance planning. The entitlement matrix lists various types of losses, defines eligibility criteria and entitlements, and provides basic parameters for preparation of compensation and resettlement benefits.

Table 2: Entitlement Matrix

Type of Loss	Specification	Eligibility	Entitlements
1. LAND			
Agricultural (including crop land, pastures, wasteland, ponds, etc.)	Partial loss of plot (<50%)	Owner (titleholder, legalizable user ^a)	<ul style="list-style-type: none"> Cash compensation at fair market value, including all transaction costs, such as applicable fees and taxes Provision of title for remaining land to legalizable user Subsistence cash allowance based on income from lost plot: (i) for a period of 6 months if residual land is unviable; (ii) for a period of 3 months if residual land is viable
		Lessee	<ul style="list-style-type: none"> Cash refund of the lease money for the lessee for duration of remaining lease period, to be deducted from the owner Assistance to find alternative land Subsistence cash allowance based on 3 months' income from lost plot, for a period of 3 months
		Sharecrop tenant (registered, informal)	<ul style="list-style-type: none"> Assistance to find alternative land Subsistence cash allowance based on 3 months' income from lost plot, for a period of 3 months
		Non-titled user (squatter/ informal land users)	<ul style="list-style-type: none"> No compensation for land loss Provision to use the remaining land as titled or rental/lease land Subsistence cash allowance based on 3 months' income from lost plot
	Full loss of plot (≥ 50 %)	Owner (titleholder, legalizable user)	<ul style="list-style-type: none"> Land-for-land compensation through provision of fully titled and registered replacement plot of comparable value and location as lost plot, including payment of all transaction costs, such as applicable fees and taxes Cash compensation at fair market value, including all transaction costs, such as applicable fees and taxes Unaffected portions of a plot that becomes unviable as a result of impact will also be compensated Subsistence cash allowance based on income from lost plot: (i) for a period of 6 months if residual land is unviable; (ii) for a period of 3 months if residual land is viable
		Lessee	<ul style="list-style-type: none"> Cash refund at rate of rental fee proportionate to size of lost plot for 6 months Cash refund of the lease money for the lessee for duration of remaining lease period, to be deducted from the owner; assistance to find alternative land for rent/lease
		Sharecrop tenant (registered, informal)	<ul style="list-style-type: none"> Cash compensation equal to current market value of share of 1 year of harvests for entire lost plot Assistance to find alternative land
		Non-titled user (squatters/informal)	<ul style="list-style-type: none"> No compensation for land loss Assistance for finding alternative land as titled or rental/lease land

Type of Loss	Specification	Eligibility	Entitlements
		land users)	<ul style="list-style-type: none"> Subsistence cash allowance based on 3 months' income from lost plot, for a period of 3 months
Residential, commercial, community	Partial loss of plot (<50 %)	Owner (titleholder, legalizable user)	<ul style="list-style-type: none"> Cash compensation at fair market value including all transaction costs, such as applicable fees and taxes Provision of title for remaining land to legalizable user
		Lessee, tenant	<ul style="list-style-type: none"> Cash refund of the lease money for the lessee for duration of remaining lease period, to be deducted from the owner Provision of cash compensation for 6 months rental value of similar level of structure
		Non-titled user (squatter, encroacher)	<ul style="list-style-type: none"> No compensation for land loss Provision to use the remaining land or alternative land as titled or rental/lease land
	Full loss of plot (=>50 %)	Owner (titleholder, legalizable user)	<p>The AP may choose between the following alternatives:</p> <ul style="list-style-type: none"> Land-for-land compensation through provision of fully titled and registered replacement plot of comparable value and location as lost plot (possibly at relocation site for displaced community), including payment of all transaction costs, such as applicable fees and taxes OR Cash compensation at fair market value, including all transaction costs, such as applicable fees and taxes
		Lessee, tenant	<ul style="list-style-type: none"> Cash refund of the lease money for the lessee for duration of remaining lease period, to be deducted from the owner Assistance to find alternative place for lease/rent
Non-titled user (squatter, encroacher)		<ul style="list-style-type: none"> No compensation for land loss Assistance to find alternative land as titled or rental/lease land Allowed to construct temporary structure on land identified through some lease/rent system 	
Temporary land acquisition	Land required temporarily during civil works	Owner, lessee, tenant	<ul style="list-style-type: none"> Rental fee payment for period of occupation of land Restoration of land to original state Guarantee of access to land and structures located on remaining land
		Non-titled user	<ul style="list-style-type: none"> Restoration of land to original state Guarantee of access to land and structures located on remaining land
2. STRUCTURES			
Residential, agricultural, commercial, community	Partial loss (<30 %) and alteration of structure	Owner (including non-titled land user)	<ul style="list-style-type: none"> Cash compensation for lost parts of structure at replacement cost and repair of remaining structure at market rate for materials, labor, transport, and other incidental costs, without deduction for depreciation for age Right to salvage materials from lost structure Allowed to construct temporary structure on unused part of project land after completion of civil work, through some lease/rent system In case of loss of toilet rendering structure unlivable, replacement with safe sanitation facilities at adjacent or nearby location, or compensation for the entire structure at the discretion of the owner

Type of Loss	Specification	Eligibility	Entitlements
		Lessee, tenant	<ul style="list-style-type: none"> Cash refund of the lease money for the lessee for duration of remaining lease period (to be deducted from the owner)
	Full loss of structure (=>30 %) and relocation	Owner (including non-titled land user)	<p>The AP may choose between the following alternatives:</p> <ul style="list-style-type: none"> Compensation through provision of fully titled and registered replacement structure of comparable quality and value, including payment of all transaction costs, such as applicable fees and taxes, at a relocation site or a location agreeable to the AP OR Cash compensation for the affected structure at replacement cost, including all transaction costs, such as applicable fees and taxes, without deduction of depreciation for age In case of the remaining structure becoming unliveable, the compensation will be calculated for the entire structure without deduction of depreciation and self-relocation <p>IN EITHER CASE</p> <ul style="list-style-type: none"> Right to salvage materials from lost structure
		Lessee, tenant	<ul style="list-style-type: none"> Cash refund at rate of rental fee proportionate to size of lost plot for 6 months The lease money for the lessee for duration of remaining lease period will be deducted from the owner
	Moving of minor structures (fences, sheds, kitchens, latrines, etc.)	Owner, lessee, tenant	<p>The AP may choose between the following alternatives:</p> <ul style="list-style-type: none"> Cash compensation for self-reconstruction of structure at market rate (labor, materials, transport, and other incidental costs) OR Relocation/reconstruction of the structure by the project <p>IN EITHER CASE</p> <ul style="list-style-type: none"> Access to the affected facility to be restored
	Stalls, kiosks	Vendors (including titled and non-titled land users)	<ul style="list-style-type: none"> Assistance for finding alternative land to continue business Allowed to construct temporary structure/continue business through some lease/rent system as vendor, at alternative location comparable to lost location AND Cash compensation for self-relocation of stall/kiosk at market rate (labor, materials, transport, and other incidental costs)
	Fixed assets attached to affected structures (water supply, telephone lines)	Owner, lessee, tenant	<ul style="list-style-type: none"> Cash compensation for reinstallation and connection charges
3. INCOME RESTORATION			
Crops/fish stocks	Affected crops	Cultivator	<ul style="list-style-type: none"> Cash compensation at current market rate proportionate to size of lost plot for 1 year's future harvests, based on crop/fish stock type and highest average yield over past 3 years

Type of Loss	Specification	Eligibility	Entitlements
			<ul style="list-style-type: none"> Residual harvest can be taken away without any deduction
		Parties to sharecrop arrangement	<ul style="list-style-type: none"> Same as above, and distributed between land owner and tenant according to legally stipulated or traditionally/informally agreed share
Trees	Affected trees	Cultivator	<ul style="list-style-type: none"> Cash compensation for perennial crop trees at current market rate of crop type and average yield (i) multiplied, for immature non-bearing trees, by the years required to grow tree to productivity, or (ii) multiplied, for mature crop-bearing trees, by 5 years average crops (the grafted/tissue cultured plant usually starts fruiting within 2-3 years), plus cost of purchase of grafted/tissue cultured plant and required inputs to replace trees Cash compensation for timber trees at current market rate of timber value of species at current volume, plus cost of purchase of seedlings/sapling and required inputs to replace trees
		Parties to sharecrop arrangement	<ul style="list-style-type: none"> Same as above, and distributed between land owner and tenant according to legally stipulated or traditionally/informally agreed share
Permanent loss of agriculture-based livelihood	Partial loss of agricultural land with viable land remaining	Owner, lessee, sharecrop tenant, non-titled land user	<ul style="list-style-type: none"> Provision of support for investments in productivity enhancing inputs, such as land leveling, terracing, erosion control, and agricultural extension, as feasible and applicable Additional financial support/grants if land/crop compensation is insufficient for additional income-generating investments to maintain livelihood at Tk. 70,000/HH
	Full loss of viable agricultural land without availability of alternative land	Owner, lessee, sharecrop tenant, non-titled land user	<ul style="list-style-type: none"> Provision of retraining, job placement Inclusion in the project livelihood restoration and rehabilitation program Financial grants and/or microcredit access for livelihood investment as well as organizational/logistical support to establish an alternative income generation activity, at Tk. 90,000/HH
Loss of income from agricultural labor		Wage laborers in WTP, septage management areas or any other affected agricultural land	<ul style="list-style-type: none"> Cash assistance for loss of income up to 7 days at Tk 350 per day Preferential selection for work at project site during civil works
Maintenance of access to means of livelihood	Obstruction by subproject facilities	All APs	<ul style="list-style-type: none"> Accessibility of agricultural fields, community/social facilities, business premises, and residences of persons in the project area ensured Access to the original/alternative fishing ground
Businesses (Commercial Business Enterprise)	Temporary business loss due to LAR or construction activities of project	Owner of business (registered, informal)	<ul style="list-style-type: none"> Cash compensation equal to lost income during period of business interruption based on tax record or, in its absence, comparable rates from registered businesses of the same type with tax records
	Permanent business loss due to LAR without possibility of	Owner of business (registered, informal)	<ul style="list-style-type: none"> Cash compensation equal to lost income for 1 year, based on tax record or, in its absence, comparable rates from registered businesses of the same

Type of Loss	Specification	Eligibility	Entitlements
	establishing alternative business		type with tax records AND <ul style="list-style-type: none"> • Provision of retraining, job placement, additional financial grants, and microcredit for equipment and buildings, as well as organizational/logistical support to establish AP in alternative income generation activity • Inclusion in the project livelihood restoration and rehabilitation program
Employment	Temporary employment loss due to LAR or construction activities	All laid-off employees of affected businesses	<ul style="list-style-type: none"> • Cash compensation equal to lost wages during period of employment interruption up to 6 months, based on tax record or registered wage, or, in its absence, comparable rates for employment of the same type • As applicable by labor code, compensation will be paid to the employer to enable him/her to fulfill legal obligations to provide compensation payments to laid-off employees, to be verified by government labor inspector
	Permanent employment loss due to LAR without possibility of re-employment in similar sector and position in or near area of lost employment/daily wage	All laid-off employees of affected businesses	<ul style="list-style-type: none"> • Cash compensation equal to lost wages for 6 months, based on tax record or registered wage, or, in its absence, comparable rates for employment of the same type • If required by the applicable labor code, compensation will be paid to employer to enable him/her to fulfill legal obligations to provide severance payments to laid-off employees, to be verified by government labor inspector AND • Provision of retraining, job placement, additional financial grants, and microcredit for equipment and buildings, as well as organizational/logistical support to establish AP in alternative income generation activity • Inclusion in the project livelihood restoration and rehabilitation program
4. COMMON RESOURCES, PUBLIC SERVICES, AND FACILITIES			
Loss of common resources, public services and facilities	Footbridges, roads, footpaths, culverts, places of worship, classrooms in educational institutions, canal water by downstream users, common water points/connections, public/community toilets, community spaces, playgrounds etc.	Service provider	<ul style="list-style-type: none"> • Full restoration at original site or reestablishment at relocation site of lost common resources, public services, and facilities, including replacement of related land and relocation of structures according to provisions under Sections 1 and 2 of this entitlement matrix • One-time grant fund for the CPR committee and management
5. SPECIAL PROVISIONS			
Vulnerable APs	Loss of land, structure, and/or employment	All vulnerable APs (in all project locations)	<ul style="list-style-type: none"> • Assistance in identification and purchase or rental of new plot/structure through microcredit scheme • Assistance with administrative process of land transfer, property title, cadastral mapping, and preparation of compensation agreements

Type of Loss	Specification	Eligibility	Entitlements
			<ul style="list-style-type: none"> • Provision of livelihood training, job placement • Inclusion in the project livelihood restoration and rehabilitation program • Financial grants and/or microcredit access for livelihood investment as well as organizational/logistical support to establish an alternative income generation activity • Subsistence allowance of minimum of 12 months of official minimum wage • Preferential selection for project-related employment
Women, social/religious minorities, elderly-headed household ^b , poor households	Loss of land and structures	Titled or recognized owners of land and structures	<ul style="list-style-type: none"> • Titling of replacement land and structures in female owner's/minority/elderly HH head's name (as applicable) • Cash compensation paid directly to female owners and head of minority HHs
Tribal people affected, if any	Loss of land, community assets and structures	Affected tribal people/ community	<ul style="list-style-type: none"> • Compensation packages as determined by the government valuation team and consultation with the affected community • Full restoration and renovation of affected assets • Special assistance for livelihood restoration as required • In case of major impacts, specific assistance and benefits will be specified under indigenous people development plan
Other impacts	Unanticipated impacts and negotiated changes to entitlements	All APs	<ul style="list-style-type: none"> • To be determined in accordance with the IR Safeguard requirements of the ADB SPS and project resettlement framework • Project RP to be updated and disclosed on ADB website • Standards of the entitlement matrix of the RP not to be lowered

^a Land owners/users that have traditional/customary rights to the land but have no formal/legal papers of the ownerships. This is commonly found among the traditional/tribal/indigenous communities.

^b The eligibility will follow the Department of Social Service of Ministry of Social Welfare that uses age 65 for men and 62 for women to define elderly people.

III. SOCIOECONOMIC INFORMATION AND IMPACT ASSESSMENT

27. For the RP preparation, social, economic, and gender information must be provided. These must be based on data collected through the following methods:

- (i) **socioeconomic survey** of a 20%–25% sample of APs using a household questionnaire with the purpose of preparing a profile of APs, assessing incomes, identifying productive activities of all Aps, and preparing a plan for income restoration, relocation options, and special measures for vulnerable groups. All data is to be disaggregated by gender;
- (ii) **census of affected persons** with complete enumeration of all affected households to prepare a complete list of 100% of APs, to identify entitled and non-entitled persons, and vulnerable households;
- (iii) **review of land records and ownership deeds of 100% of APs** to prepare land compensation award papers in consultation with APs;
- (iv) **inventory of land and non-land assets** and detailed measurement of all affected assets (land and non-land) and remaining fixed assets of 100% of APs; and
- (v) **independent assessment of market value of affected assets, which** should be done by independent valuation experts and the reports provided to the government valuation committee.

28. The inventory of assets to be acquired, and the census of affected people and their households, serve several purposes: (i) to identify who is eligible for compensation and resettlement entitlements; (ii) to establish a cut-off date for eligibility; (iii) to determine categories of entitlements; (iv) to provide a basis for valuation and compensation; and (v) to supply an important part of the land acquisition and resettlement database to be used for project monitoring. The census and inventory of assets can be done separately. However, since each requires visits to all affected households, doing them together is more efficient.

29. Aside from the permanent impacts to the affected person, temporary impacts to vendors and hawkers during the construction of civil works may occur. To record data on the nature and extent of resettlement impacts among likely affected persons, the form below can be used. This information should be collected through a census of all businesses to be affected by the project activities in terms of possible loss of income/livelihood. Information to be collected includes:

- (i) businesses, including number and type of businesses, type of ownership, and average monthly income;
- (ii) number of persons in the affected households;
- (iii) affected structures;
- (iv) affected trees;
- (v) affected employees;
- (vi) affected number of hawkers, vendors, shops (including type of merchandise), and average monthly income; and
- (vii) any other social and economic impacts (both permanent and temporary), including its nature and size of the impact.

30. During the social impact assessment for the subproject's RP preparation, possible negative impacts with gender aspects, i.e. impacts on female-headed households, will be carefully reviewed, and specific assistance will be provided to these households. The prepared RP will ensure impacts on gender are adequately addressed and will not disadvantage women. Women's focus group discussions will be held to address women-specific issues. During the

process of compensation, payment and other assistance the affected female-headed households will be prioritized.

31. Similarly, in the event indigenous/tribal people are identified as either the affected people in land acquisition and resettlement, or are affected in any other way, in any future subprojects, specific attention will be given to them, and careful impact assessment will be done. When the impacts are deemed significant, following ADB Safeguard Policy Statement (2009), Safeguard Requirement 2 on indigenous people, the project will have to prepare an indigenous people plan (IPP). The IPP will outline measures to minimize, mitigate, and compensate for adverse impacts due to the proposed project activities. The level of detail and comprehensiveness of IPP will depend on the specific subproject activities and the nature of impacts to be addressed. Depending on the nature of the impacts, the IPP can be integrated into the subproject resettlement plan, or can be prepared as a stand-alone document for the subproject. The outline of indigenous people planning document is in Appendix 9 of this framework.

IV. CONSULTATION, PARTICIPATION, AND DISCLOSURE

A. Consultation and Participation

32. Consultation with the primary and secondary stakeholders is an important tool for the successful preparation and implementation of RP. The primary stakeholders include displaced persons (DP), the project beneficiaries, and the CTEIP PIU of the participating *pourashava*. The secondary stakeholders are other individuals or groups with interest in the project, and include elected representatives of the *pourashava*, local or national government, policy makers, advocacy groups, and NGOs, if any.

33. The participatory consultation process will adopt a range of formal and informal consultative methods, including in-depth interviews with key informants, focus group discussions, meetings, and workshops, apart from interaction with individual DPs. The consultation activities will be undertaken at various stages of the project: (i) project initiation, (ii) RP preparation, and (iii) RP implementation. The consultation process will also vary according to requirements at various levels of the project.

1. Project Initiation Stage

34. At this stage, only a tentative project proposal and its consequences will be discussed. Project components, potential benefits, and risks that are likely to be involved are the main topics of discussion. Hence, community leaders and local NGOs/CBOs will be the target audiences whom project proponents will approach and discuss basic plans and designs with. The *pourashava* will take the initiative to divulge the proposal and start the consultation process. The consultation will be more of dissemination of project information for the community to understand the overall issues of the project. PIU safeguard officers will maintain records of these consultations and keep minutes of the meetings. The response of the community—vocal and written, if any—will also be recorded for future discussion, design options, etc.

35. After the draft design for technical components is prepared, and when potential involuntary resettlement impacts can be tentatively assessed, consultation will include the potential DPs, apart from the community leaders. At this stage, it will be possible to identify impacts on vulnerable people, including women-headed households, indigenous people, BPL families, and others. Hence, the consultation process will be more of a series of focus group discussions, held separately with each potentially affected group. Particular emphasis will be on

the vulnerable people, and the discussion mode will be informal and in a comprehensible manner to the participants. Small groups of each category will be invited according to their convenience, and the project design, including the risks and benefits, will be explained to them. The details of the consultations and their responses will be recorded.

2. RP Preparation Stage

36. As part of RP preparation, social impact assessment (SIA) will commence with a census and socioeconomic survey of the potentially affected families. Upon the completion of final detailed engineering design, a detailed measurement survey (DMS) will be carried out to identify the scale and final nature of the involuntary resettlement impacts to be experienced by the affected population. This will set off the finalization of the RP for potentially displaced families, mitigation actions, funding requirements, and institutional preparedness. The implementing agency will also be required to publicly disclose the project census cut-off date to determine the eligibility of the affected people for compensation and other entitlements.

37. Consultations will be held with the heads of households, members of potentially displaced families, voluntary organizations, CBOs, major state-level stakeholders including government agencies and the *pourashava*, and vulnerable groups such as women-headed households and tribal and ethnic minority communities. The consultation method will be more focused on individual interviews with the DPs, FGD sessions with the small groups, including the vulnerable families, and interviews with key stakeholders at government and community levels. The detailed information of the project impacts, particularly adverse impacts, and the entitlements will be explained to the DPs in a transparent and easily understandable manner, and their response recorded. The purpose of consultation at this level will be to get views from well-informed stakeholders about the project and its involuntary resettlement impacts, which will help in finding alternate design options to minimize such impact.

38. All consultations will be organized by *pourashava* safeguard officers. The safeguard officers appointed by the *pourashava*, with assistance from the detailed designed resettlement specialist, will prepare a detailed consultation and disclosure plan and carry on consultation and disclosure of the entitlement package accordingly. He/she will be responsible for conducting and arranging participatory consultation and disclosure meetings in such a manner that the DPs and the stakeholders at the community level will feel free to express their views without coercion, fear, or hesitation. If there is any change in project design in sites or alignment depending on inputs of the consultation process, these will be made known to the DPs. Participatory consultation with the DPs will be documented and an appendix will be provided in the RP containing consultation meeting details, minutes of the meetings, and lists of participants.

3. RP Implementation Stage

39. During RP implementation stage, consultation with the DPs should be part of regular RP activities for successful implementation with minimum hurdles. The nature of consultation will be to inquire about progress of RP activities and constraints, if any, faced by the DPs. In case of land acquisition, more intense and frequent consultation with the DPs will be made, and their entitlement disclosed to them. Emphasis will be on regular consultation with the vulnerable DPs, including women-headed households and indigenous people, to prepare them for the physical displacement, if any, and provide necessary help and assistance if physical displacement is involved.

4. Consultation for Income Restoration Programs

40. Some vulnerable persons are likely to be affected either temporarily during construction or permanently due to land acquisition. Income restoration programs for these vulnerable affected persons are required. For that purpose, more intense and frequent consultations will be done in order to identify individuals for the program, assess their needs, capabilities, and willingness, and above all, identify and select skill development training institutes for the purpose.

41. The process of public consultation will be as follows:

- (i) The concerned *pourashavas* are the key stakeholders, and will be the focal organization to communicate the project requirements for an income restoration program. The resettlement impact of the project, and the categories of people likely to be affected/displaced, will be described to the *pourashavas*. The stakeholders' consultation will be in the form of workshops and meetings.
- (ii) The tools to be used for public consultation are key informant interviews, structured questionnaires, and focus group discussions in order to identify perceived needs, qualifications, willingness, and capabilities of the vulnerable persons for whom income restoration training will be organized.
- (iii) During initial social and resettlement assessment, the people were informed about the ensuing project and land requirements for the project components. The road vendors, hawkers, and small business owners/operators were also informed about proposed work, and that there would be temporary impacts during construction. Further consultation will be made during the detailed measurement survey, when actual impacts will be assessed and the number of affected/displaced persons will be known.
- (iv) During census and socioeconomic survey, the vulnerable affected families will be identified and their preferred vocations, acquired skill, and preference for skill training recorded. This will help in planning for the income restoration programs, training institute identification, and budget assessment.
- (v) A market survey will be carried out by the NGO for product viability and skill employability in case of new skill development training and enterprises, and the feedback of the survey will be disclosed to the DPs identified for the program. The mode of consultation will be on the personal and individual level, with each of the persons selected for livelihood restoration program.

B. Disclosure

42. The level of disclosure will be commensurate with the progress of RP preparation and implementation. In the RP preparation phase, the DPs, and particularly the indigenous people's community, should be taken into confidence. As mentioned, disclosure is a critical activity at various stages of RP preparation and implementation.

43. At the RP preparation phase, project impacts on involuntary resettlement will be disclosed during social impact assessment, and feedback from potential DPs and the community further investigated for identifying design options. After careful examination of all possible ways and means to minimize resettlement impact, project component design will be finalized, which will be disclosed to the people and community for their understanding. The RP will be prepared based on the ultimate involuntary resettlement impacts determined by the final project design.

44. To provide for more transparency in planning and for further active involvement of displaced persons and other stakeholders, project information will be disseminated through disclosure of resettlement planning documents. The final RP, approved by the LGED PMU and ADB, will be disclosed through the PIU Safeguard officers to the DPs, community leaders, people's representatives, and government agencies at district and *pourashava* level, and will also be published in local language in the regional newspapers for endorsement by the people for whom this has been prepared. For effective disclosure of the RP, a brief on the RP containing project impacts and entitlement options will be printed in local language other than English. A copy of the brief will be sent to ADB. The same will be printed on pamphlets and posted at prominent government offices, ward councils, and *pourashava* offices, as well as distributed among the APs.

45. During RP implementation phase, detailed procedural formalities for access to the entitlement benefits will be disclosed to the APs. If physical displacement occurs, the relocation sites, along with all infrastructural facilities, will also be disclosed to the APs. In case of income restoration, disclosure on skill development trainings and feedback on market survey of the products will be made. These disclosure activities will be the responsibility of the resettlement specialist and Safeguard officers of PMU and PIU.

46. The PIU at *pourashava* level and PMU of the LGED will extend and expand the consultation and disclosure process during the detailed design and project implementation stage. The PIU Safeguard officer and *pourashava* level community mobilizers of the institutional capacity and community development consultants (ICCDC) will be entrusted with the task of ensuring ongoing consultations and public awareness programs during project implementation. This task will be carried out in coordination with the PIU, detailed design consultant, PMSC/implementation supervision consultant, and contractors to ensure the communities are made fully aware of project activities in all stages of construction. A community participation action plan will be prepared by the ICCDC community mobilizers in consultation with the *pourashava*/PIU. The community in general and the affected families and vendor associations in particular will be consulted and made aware of the civil works prior to construction, and about ADB policy on involuntary resettlement.

47. A draft project information disclosure (PID) leaflet is attached as Appendix 5. This pamphlet will be finalized and adjusted as relevant to the project site activities. It will be distributed to the affected communities during public consultations and posted publicly in various strategic places.

V. COMPENSATION, INCOME RESTORATION, AND RELOCATION

A. Compensation

48. It is envisaged that land requirement for subproject towns will be minimal, and wherever land is absolutely required, efforts will be made to identify government *pourashava*-owned land as much as possible. In absence of these lands, the *pourashava* will search for landowners willing to sell land to government, and will directly purchase through negotiated settlement. This mechanism of direct purchase will provide the landowners an opportunity to negotiate directly with the government (in this case, the *pourashava*) for a better price than the registered value that is much less than the replacement value that is normally awarded under government law. Hence, compensation for loss of land under this negotiated settlement procedure is compatible with ADB's policy of compensation at replacement cost.

49. The project will ensure that the properties (land, structure, and non-structure assets) to be displaced for the project will be compensated at their full replacement cost, to be determined by the deputy commissioner (DC) of the project areas, with support from legally constituted bodies like the property valuation advisory committee (PVAC) and joint verification committee (JVC). The principle for determining valuation and compensation for assets, incomes, and livelihoods is replacing the loss of affected assets and restoring the loss of income and workdays experienced by the displaced households. Livelihood rehabilitation assistance will target poor and vulnerable households.

50. This RF ensures compensation at replacement cost for all the displaced people/affected people (AP) of the project. Since the compensation rate under national law as established by the government is mostly lower than the replacement value, the people who have legal title to the affected properties will be compensated in two steps. First, they are entitled to receive compensation according to the government policy (ARIPO) from the DC's office based on their legal documents. After DC pays the compensation under the cash compensation under the law (CCL), entitlement for the next step is ensured for these people. In the next step, the APs will receive additional compensation from the project to top up the compensation amount provided by the government under ARIPO in order to make it equal to the market rate/replacement cost. Non-titleholders who are not covered by ARIPO will receive compensation from the project directly. Other resettlement assistance, when required, will be provided by the project with support from the PIU safeguard officers/ICCDC community mobilizers.

51. Temporary loss of incomes of affected persons will be compensated based on replacement value of income losses. Preferential employment in project-related work will be offered to local people, with priority given to vulnerable persons. APs will be provided 7 days advance notice, followed by a reminder 2 days before construction to ensure no or minimal disruption in livelihood. If required, they will also be assisted to temporarily shift for continued economic activity; for example, they will be assisted to shift to the other side of the road where there is no construction, and then assisted to shift back, post-construction. Ensuring there is no income or access loss during subproject construction is the responsibility of the contractors. Consistent with the environmental management plan, contractors will ensure access is maintained by making sure that space is left for access between mounds of soil; walkways and metal sheets provided to maintain access across trenches for people and vehicles where required; increased workforce is available to finish work in areas with impacts on access; timing of works is such that it reduces disruption during business hours and periods of peak business activities, e.g. festivals; and phased construction schedule is followed, and work undertaken on one segment at a time and one side of a road at a time. Compensation and assistance to APs must be provided prior to start of civil works.

52. The RP preparation/implementation costs, including compensation and all other entitlements, and administration costs, will be considered an integral part of project budgets. The RPs will include sections detailing (i) compensation rates for all affected items/allowances; (ii) valuation methodology so that compensation for all assets will be at current market value in the year of compensation, and will be sufficient to replace the lost asset; and (iii) a budget for all expenses, including compensation, administration costs, and contingencies. All costs of land acquisition, compensation, resettlement, rehabilitation, and monitoring will be borne by the government.

53. In order to ensure that sufficient funds are available for land acquisition and resettlement tasks, the local governments will have to allocate 100% of the cost of compensation at replacement cost and expected allowances estimated in each RP plus contingencies before RP

implementation. As the EA, LGED/DPHE will be responsible for ensuring timely allocation of the funds from the *pourashava* to implement the RPs.

B. Replacement Value for Immovable Property

54. The valuation measures to be taken by the *pourashavas* are as follows:

- (i) **Houses and buildings.** The value of the houses, buildings, and other immovable properties of the DPs shall include the cost of labor and transfer of the construction materials.
- (ii) **Seasonal crops.** If notice for harvest of standing seasonal crops cannot be given, then valuation of lost standing crop at market value will be made. In addition, valuation for loss of standing crop for 1 more year will be made, and compensation for that will be paid for both permanent and temporary loss of agricultural crops.
- (iii) **Perennial crops.** Valuation for perennial crops will be calculated as annual net product value multiplied by number of productive years remaining. The Department of Agriculture will determine the valuation of crops.
- (iv) **Timber-bearing trees.** Value will be based on the market price of timber, and will be determined by the Forest Department.
- (v) **Fruit-bearing trees.** Market value of products multiplied by number of productive years remaining will be the basis for the valuation of fruit-bearing trees. If the trees are yet to reach age of maturity for calculating economic value, cost of seedlings, saplings, and agricultural inputs will be added to the compensation valuation. Valuation of fruit trees will be done by the Department of Horticulture.
- (vi) **Fish livestock.** Value will be based on the market price of fish and will be determined by the Fishery Department.

C. Valuation of Other Assets

55. Compensation for the assets attached to land, such as wells, irrigation units, etc., will be based on replacement value. The valuation committee shall estimate this through detailed market surveys. Displaced persons will be given the right to take all movable assets attached to land, such as irrigation pump sets, etc.

56. Apart from compensation for land, trees, crops, structures, and other assets, assistance for loss of income and livelihood will also be paid to the DPs as per the entitlement matrix. These resettlement assistances will be calculated by the valuation committee. All compensation and resettlement assistances will be paid to the entitled DPs prior to commencement of civil works, and the land/structures which will be acquired after payment in full shall be handed over to the *pourashavas* free of all encumbrances, such as debt, mortgage, etc. If any loan taken on such land/properties remains unadjusted, the balance amount of loan will be deducted from the total compensation. The acquired land/properties shall vest with the *pourashava* competent authority.

D. Income Restoration

57. The objective of income restoration activities is to ensure that no DP shall become worse off compared to before the project. During initial social and resettlement impact assessment, it was envisaged that land acquisition will cause permanent impact on a few landowners, and some temporary impacts may affect livelihood and income of daily wage earners or small business enterprise owners during construction. Other than the landowners, a few agricultural

laborers and tenants may lose their livelihood permanently and thereby be reduced to vulnerable status when land will be acquired.

58. The income restoration strategy will be either (i) short-term or (ii) long-term. For temporary resettlement impacts likely to occur during civil construction, short-term income restoration measures will be adopted. All temporarily affected DPs will receive subsistence/transitional allowances and shifting assistance as short-term measures. These temporary impacts will happen to the roadside vendors, hawkers, and small business owners running operations from tiny kiosks, and also from moveable cycle vans, most of whom are vulnerable. The duration of impact will be for a very short period, which may even be shortened by judicious planning of the construction program, such as nighttime construction or trenchless pits. However, loss of income that the small business enterprise (SBE) owners will suffer will be lessened through payment of subsistence assistance for the maximum daily income earned by each of the vendor/hawkers and SBE owners for the number of days/weeks their business will remain closed. Special care will be taken to ensure that these temporarily affected SBE owners will set up their business once again, either in the same location or elsewhere, of their own choice. The vulnerable vendors/hawkers will receive special shifting assistance for transportation of their items for sale.

59. Long-term measures will depend on degree of disruption of economic activities/livelihood, and the permanently affected vulnerable DPs will be brought within the fold of income restoration programs. The entitlement matrix provides income restoration assistance for the permanently affected vulnerable DPs in various forms. For those who already possess professional skills and are pursuing professions based on that skill, income restoration measures will include cash assistance for purchase of equipment/tools. This will facilitate their enhanced productivity, resulting in better finished products and increased production. For others who may want to acquire new skills/education income restoration measures will include a vocational skill development training program. The mode of assistance will be decided according to affected persons' willingness, needs, and requirements based on consultation. The vulnerable DPs include (i) women-headed households (WHH), physically disabled persons/heads of household, families belonging to tribal groups, and below poverty line (BPL) families. Income restoration programs will be designed based on the information collected from detailed socioeconomic survey (SES) during project implementation.

E. Relocation

60. The project will ensure the relocated DPs will be fully consulted for their relocation options, and will receive all the assistance as detailed in the entitlement matrix of this RF. No demolition of affected assets will be permitted before the relocation sites are ready for occupation. The PMU and PIU safeguard officers will assist in the relocation process and monitor the relocated DPs in their new relocation areas to ensure their livelihood condition will not be worse off.

VI. GRIEVANCE REDRESS MECHANISM

61. A project-specific grievance redress mechanism (GRM) will be established to receive, evaluate, and facilitate the resolution of AP's concerns, complaints, and grievances about the social and environmental performance at the level of the project. The GRM will aim to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the project.

62. **Common GRM.** A common GRM will be in place for social, environmental, or any other grievances related to the project; the resettlement plans (RPs) and IEEs will follow the GRM described below, which is developed in consultation with key stakeholders. The GRM will provide an accessible and trusted platform for receiving and facilitating resolution of affected persons' grievances related to the project. The multi-tier GRM for the project is outlined below, each tier having time-bound schedules and with responsible persons identified to address grievances and seek appropriate persons' advice at each stage, as required.

63. *Pourashava*-wide public awareness campaigns will ensure that awareness on grievance redress procedures is generated through the campaign. The project implementation unit (PIU) safeguard assistant and institutional capacity and community development consultants (ICCDC) will conduct *pourashava*-wide awareness campaigns to ensure that poor and vulnerable households are made aware of grievance redress procedures and entitlements, and will work with the PIU safeguards assistant to help ensure that their grievances are addressed.

64. Affected persons (APs) will have the flexibility of conveying grievances/suggestions by dropping grievance redress/suggestion forms in complaints/suggestion boxes that have already been installed by project *pourashavas*, or through telephone hotlines at accessible locations, by e-mail, by post, or by writing in a complaints register in *pourashava* offices. Appendix 6 has the sample grievance registration form. Careful documentation of the name of the complainant, date of receipt of the complaint, address/contact details of the person, location of the problem area, and how the problem was resolved will be undertaken. The safeguard officers from project management unit (PMU) and project implementation unit (PIU) will have the overall responsibility for timely grievance redressal on environmental and social safeguard issues and for registration of grievances, related disclosure, and communication with the aggrieved party.

65. **Grievance redress process.** In case of grievances that are immediate and urgent in the perception of the complainant, the contractor and supervision personnel from the project management and supervision consultants (PMSC) on-site will provide the most easily accessible or first level of contact for quick resolution of grievances. Contact phone numbers and names of the concerned PIU safeguards assistant, contractors, PMU safeguards officer, and PMSC environmental and social safeguards specialists will be posted at all construction sites at visible locations.

- (i) **1st level grievance.** The contractors, PIU supervision personnel, and PIU safeguard assistant can immediately resolve issues on-site in consultation with each other, and will be required to do so within 3 days of receipt of a complaint/grievance. Assistance of ward level coordination committees (WLCC) will be sought if required for resolution of the issue, by any one or all of them jointly.
- (ii) **2nd level grievance.** All grievances that cannot be redressed within 3 days at field/ward level will be jointly reviewed by the grievance redress committee (GRC) at town level and the PIU safeguard assistant (the second level of grievance redress), who will attempt to resolve them within 7 days.⁴ The PIU safeguard assistant will be responsible for seeing the process of redressal of each grievance through.

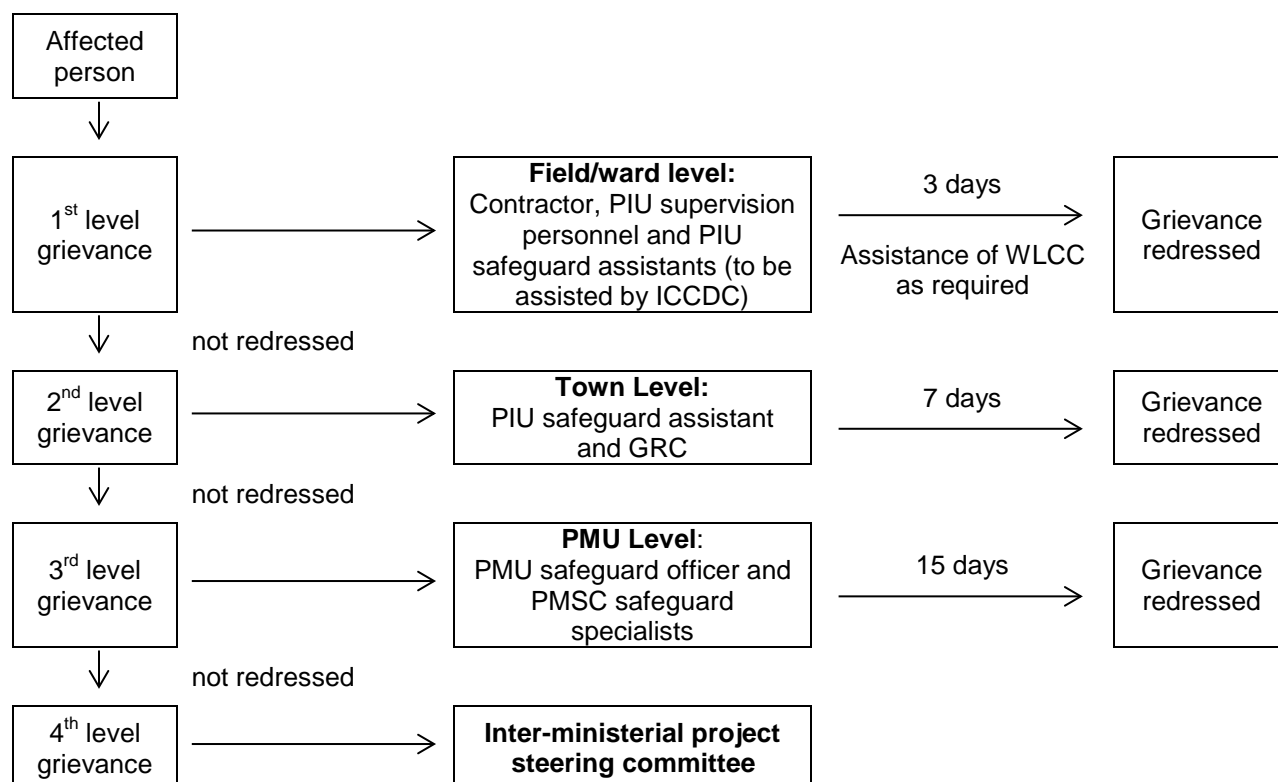
⁴ Grievance redress committees (GRC) have already been formed at town level. For example, in Pirojpur *pourashava*, the GRC is comprised of the panel mayor as chairperson, one councilor, the *pourashava* executive engineer, *pourashava* secretary, and *pourashava* administrative officer as members. All town-level GRCs shall have at least one woman member/chairperson and AP representative or independent NGO as committee member. In addition, for project-related grievances, representatives of APs, community-based organizations (CBOs), and eminent citizens must be invited as observers in GRC meetings.

- (iii) **3rd level grievance.** The PIU safeguards assistant will refer any unresolved or major issues to the PMU safeguards officer and PMSC (third level of grievance redress), who will resolve them within 15 days.
- (iv) **4th level grievance.** Very major issues that are beyond the jurisdictional authority of the GRC, those that have the potential to cause social conflicts or environmental damage, or those that remain unresolved at PMU level will be referred to the interministerial project steering committee (IPSC), to be resolved within 14 days.⁵ All paperwork (details of grievances) needs to be completed by the PIU safeguard assistant and circulated to the respective WLCC, GRC, and IPSC members at least a week in advance of the scheduled meetings. All decisions made by the GRC and IPSC will be communicated to the APs by the PIU safeguard assistant.

66. The project GRM notwithstanding, an aggrieved person shall have access to the country's legal system at any stage, and accessing the country's legal system can run parallel to accessing the GRM and is not dependent on the negative outcome of the GRM.

67. In the event that the established GRM is not in a position to resolve the issue, the affected person also can use the ADB Accountability Mechanism (AM) through directly contacting (in writing) the Complaint Receiving Officer (CRO) at ADB headquarters or the ADB Bangladesh Resident Mission (BRM). The complaint can be submitted in any of the official languages of ADB's developing member countries (DMCs). The ADB Accountability Mechanism information will be included in the project information document (PID) to be distributed to the affected communities, as part of the project GRM.

⁵ The interministerial project steering committee (IPSC) responsible for grievance redress will be chaired by the Secretary of the Local Government Division, and will have as members the Local Government Engineering Department; Department of Public Health Engineering; Bangladesh Water Development Board; Planning Commission (Physical Infrastructure Division); Ministry of Housing and Public Works (Urban Development Directorate); Ministry of Environment and Forests (Climate Change Unit); Department of Environment; Disaster Management Bureau (Disaster Management and Relief Division); Roads and Highways Department; Economic Relations Division; Ministry of Finance (Finance Division); and representatives of coastal towns.

Figure 1: Grievance Redress Process

GRC = grievance redressal committee; ICCDC = institutional capacity and community development consultants; PIU = project implementation unit; PMSC = project management and supervision consultants; PMU = project management unit; WLCC = ward level coordination committee.

68. **Record-keeping.** Records will be kept by PIU of all grievances received, including contact details of complainant, date the complaint was received, nature of grievance, agreed corrective actions, and the date of the incident and final outcome. The number of grievances recorded and resolved and the outcomes will be displayed/disclosed in the PMU office, municipal office, and on the web, as well as reported in the safeguards monitoring reports submitted to ADB on a semi-annual basis.

69. **Periodic review and documentation of lessons learned.** The PMU safeguard officer will periodically review the functioning of the GRM in each town and record information on the effectiveness of the mechanism, especially on the project's ability to prevent and address grievances.

70. **Costs.** All costs involved in resolving the complaints (meetings, consultations, communication and reporting/information dissemination) will be borne by the concerned PIU at town level, while costs related to escalated grievances will be met by the PMU. Cost estimates for grievance redress are included in resettlement cost estimates.

VII. IMPLEMENTATION ARRANGEMENTS

A. Implementation Arrangements

71. **Executing agencies and project management unit.** The Ministry of Local Government, Rural Development and Cooperatives (MLGRDC) acting through its Local Government Engineering Department (LGED) and the Department of Public Health Engineering (DPHE) will be the Executing Agencies of the project. LGED will be the lead EA for the project, and DPHE will be a co-executing agency (for water supply and sanitation). A PMU will be established in LGED.

72. **Project management unit.** The PMU will be staffed with a safeguards officer and will receive support from safeguards specialists (environment and resettlement) on the DDS and PMSC consultant team. Key tasks and responsibilities of the PMU safeguards officer on involuntary resettlement safeguards are as follows:

- (i) confirm and review final RPs prepared by detailed design consultants, and ensure that new RPs are prepared in accordance with the RF;
- (ii) provide oversight on social safeguards aspects (avoidance and mitigation of impacts) of subprojects, and ensure RPs are implemented by project implementation unit (PIU) and contractors in a timely manner;
- (iii) establish a system to monitor social safeguards of the project, including monitoring the indicators set out in the monitoring plan of the RP;
- (iv) establish and implement the project grievance redress mechanism;
- (v) Facilitate and confirm overall compliance with project policy related to entitlements and compensation, as relevant;
- (vi) supervise and provide guidance to the PIUs to properly carry out the social safeguards monitoring and assessments as per the RF;
- (vii) review, monitor, and evaluate the effectiveness with which the RPs are implemented, and recommend necessary corrective actions to be taken as necessary;
- (viii) consolidate monthly social safeguards monitoring reports from PIUs and submit semi-annual monitoring reports to ADB;
- (ix) ensure consultations with the affected people and timely disclosure of final RPs in locations and form accessible to the public; and
- (x) address any grievances brought about through the grievance redress mechanism in a timely manner.

73. **Implementing agencies.** The participating *pourashavas* will be the IAs, and will establish a PIU within the *pourashava* structure.

74. **Project implementation units.** The PIU will be established in each participating *pourashava*, will be staffed with a safeguard officer, and will receive support from the PMU safeguard officer and safeguard specialists (environment and resettlement) on the DDS and PMSC consultant team. Key tasks and responsibilities of the PIU safeguard officer on involuntary resettlement safeguards are as follows:

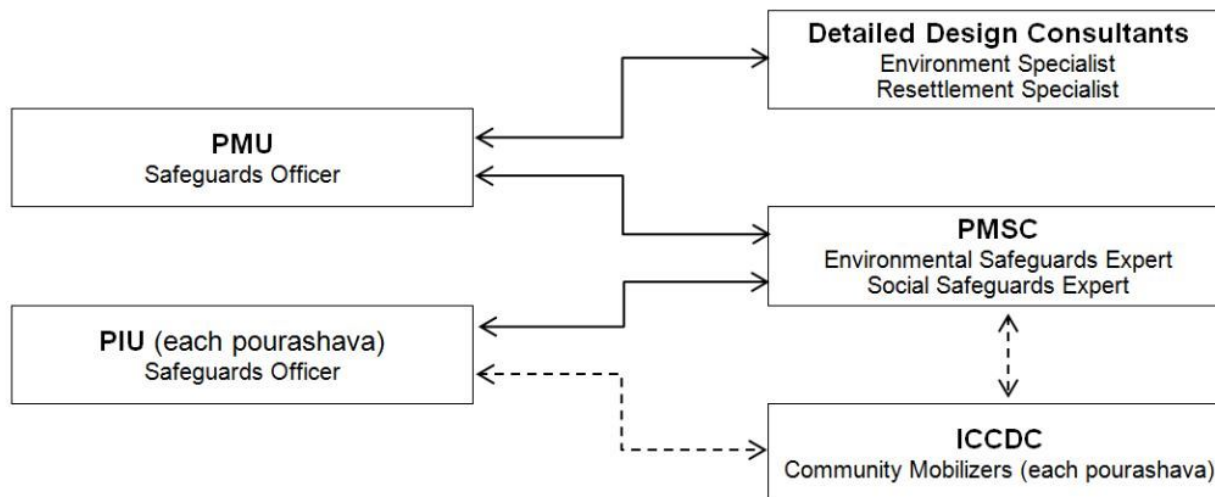
- (i) assist the detailed design consultants to communicate, consult, and disclose the updated/finalized safeguards documents to the affected people for their endorsement;
- (ii) implement final RPs and ensure timely payment of compensation and other assistance prior to the dispossession of the affected assets or the start of civil works;

- (iii) assist the detailed design consultants in draft RP updating and preparation of safeguard documents for future subprojects;
- (iv) support the detailed design consultants in assessing and reviewing the land availability and ownership status of the proposed subproject areas;
- (v) conduct social safeguards monitoring during civil works and submit monthly report to PMU;
- (vi) take corrective actions when necessary to ensure avoidance/minimization of IR impacts;
- (vii) establish the GRC, disclose the project GRM to the affected communities, and coordinate with other local government agencies for the preparation and implementation of the RP; and
- (viii) address any grievances brought about through the project's grievance redress mechanism in a timely manner.

75. **Project management and supervision consultants.** The PMSC will have an environment safeguard expert and a resettlement expert. The PMSC safeguard experts will assist the PMU and PIUs to implement and manage safeguard requirements and policy compliance of the project. The resettlement expert will implement the capacity building program for PMU, PIUs, project staff, and contractors involved in project implementation on (i) ADB SPS (2009) and approved RF, (ii) national law on involuntary resettlement (ARIPO, 1982) and other relevant regulations, (iii) core labor standards, and (iv) the roles of PMU, PIU, and contractors on the project's GRM, public relations, and ongoing consultations.

76. **Civil works contracts and contractors.** The contractor will be required to designate a resettlement supervisor to (i) ensure compliance with RP and RF during civil works, and (ii) carry out all mitigation and monitoring measures, such as rebuilding of damaged structures/private property outlined in their contract.

77. The government will ensure that bidding and contract documents include specific provisions requiring contractors to comply with: (i) all applicable labor laws and core labor standards on (a) prohibition of child labor as defined in national legislation for construction and maintenance activities, (b) equal pay for equal work of equal value regardless of gender, ethnicity, or caste, and (c) elimination of forced labor; and (ii) the requirement to disseminate information on sexually transmitted diseases, including HIV/AIDS, to employees and local communities surrounding the project sites.

Figure 1: Safeguards Implementation Arrangement**Table 3: Institutional Roles and Responsibilities for Safeguards Implementation**

Activities	Agency Responsible
Update RP based on detailed design, field inspections , AP census, DMS, and consultation with affected peoples	Design consultant
Review of updated RP/IEE and send to ADB for approval prior to construction	PMU; PMSC
Clearance and disclosure of updated safeguard documents on website and to affected people	ADB; LGED; PIU; BMGF
Identification of roads for full or partial closure, existing utilities, and road conditions, based on detailed design	PIU; PMSC
Conducting of transect walks through identified road stretches for full or partial closure, to identify potential impacts	PMSC; Contractor; PIU
Design/implementation of detailed measurement survey (DMS) ^a on roads for full/partial closure where potential impacts identified; Identification of poor and vulnerable APs	Design consultant
Conducting focus group discussions/meetings/consultations/workshops during DMS survey	Design consultant
Computation of entitlements	Design consultant; PMSC; PMU; PIU
Categorization of APs for finalizing entitlements	Design consultant; PMSC; PMU; PIU
Finalizing entitlements and rehabilitation packages for all APs	Design consultant ; PMSC; PMU; PIU
Disclosure of proposed project, social/environmental impacts, proposed entitlements/mitigation measures in local languages	Design consultant ; PMU; PIU; ICCDC; PMSC
Disclosure of grievance redress mechanism/process	PMU; PIU; ICCDC; PMSC
Disclosure of final entitlements and rehabilitation packages	Design

Activities	Agency Responsible
	consultant ; PMU PIU; PMSC
Delivery of entitlements/award of checks	PMU; PIU PMSC
Implementation of mitigation and rehabilitation measures	PMU; PMSC Contractor
Consultations with APs during rehabilitation activities	PMSC; PIU Contractor
Grievance redressal	PMU; PIU; Grievance redressal committee; PMSC Contractor
Internal monitoring	PMU; PMSC

^a Detailed measurement survey to be carried out during detailed design, to record and quantify resettlement impacts and entitled persons with precision. Appendix 2 provides a sample template for inventory of losses during DMS surveys.

B. Capacity Building

78. The PMSC resettlement specialist will be responsible for development of a training program based on a capacity assessment of target participants (PMU, PIU staff, ICCDC community mobilizers, contractors) and for implementation of the training program to build capabilities on resettlement policy, planning, mitigation measures, and safeguards. These will be conducted by the PMSC RS with external resources as required. Typical modules will be (i) sensitization to social safeguards, gender, and vulnerability issues, (ii) introduction to social safeguards policy, planning and implementation issues, and monitoring methods and tools; (iii) review of RP; and (iv) monitoring and reporting on RP implementation.

79. PMU and PMSC will also organize an induction course for the training of contractors, preparing them for RP implementation, including ADB policy, GRM, and social safeguards monitoring requirements and mitigation measures. The suggested outline of the training program is presented in Table 4.

Table 4: Indicative Capacity Building and Training Program

Description	Contents	Schedule	Participants
Program 1 Orientation workshop	Module 1 – Orientation ADB Safeguard Policy Statement Government of Bangladesh policy Module 2 – Social/Environmental Assessment and Resettlement Planning/IEE Process ADB policy and process, identification of impacts and mitigation measures, RP/IEE preparation, implementation, and monitoring requirements Incorporation of safeguards into project design and contracts	1 day	LGED and DPHE officials involved in project implementation PMU, PIUs
Program 2 Workshop for contractors and supervisory staff	IR/environmental issues during construction Implementation of RP/IEE Monitoring of RP/IEE	1 day	PIUs ICCDC community mobilizers Contractors

Description	Contents	Schedule	Participants
	implementation Reporting requirements		
Program 3 Experiences and best practices sharing	Experiences on RP/IEE implementation – issues and challenges - Best practices followed	1 day on a regular period to be determined by PMU and PMSC	PMU PIUs PMSC ICCDC Contractors DOE representatives

Note: The above sessions will cover both environmental and social safeguards. Costs are included in PMSC costs.

VIII. BUDGET AND FINANCING

80. Where involuntary resettlement will be unavoidable, detailed budget estimates for each subproject will be prepared and included in the RP. The budget shall include: (i) detailed costs of land acquisition (i.e. compensation of all affected assets, and if applicable, relocation and transitional allowance); (ii) livelihood and income restoration (this includes compensation of current and future loss of income); (iii) administrative costs; (iv) monitoring costs; (v) GRM establishment; (vi) source of funding; and (vii) the flow of funds and contingency arrangements. All land acquisition, compensation, relocation and rehabilitation, administrative, monitoring, and consultant costs as well as income and livelihood restoration costs will be borne by the government, which will ensure timely disbursement of funds to the DC's office for land acquisition and to the PIU for disbursement of resettlement assistances.

81. The indicative cost of land acquisition and resettlement cost for the CTEIP is summarized in Table 5. Since subproject components have been identified only for Batch 1 towns under Stage I investments, the resettlement cost for the towns/subprojects at the concerned stage is estimated in the respective, town level resettlement plans (RPs), considering the quantity of loss (based on inventory of loss surveys) and the unit cost specific to each town/site derived from the PPTA market survey and business survey. Indicative resettlement cost in Batch 1 Stage II and Batch 2 Stage I and II are also estimated, which will be updated when the components and sites/alignments are identified and resettlement plans prepared.

Table 5: Indicative Cost of RF Implementation

Batch 1 Stage 1	Amtali (Tk.)	Galachipa (Tk.)	Mathbaria (Tk.)	Pirojpur (Tk.)	Total (US\$)	Remarks
Compensation for private lands	-	-	3,27,39,250	10,12,500		Unit cost of land in each <i>pourashava</i> for different types of land taken from results of PPTA market survey, 2013
Compensation for partial loss of private structures	1,42,808	31,04,590	3,89,634	5,19,338		Unit cost of structures (ft ² rate for <i>kutchra</i> , <i>pucca</i> , <i>semi-pucca</i> structures) derived from PPTA market survey, 2013
Compensation for full loss of private structures	1,06,160	81,260	5,88,246	-		Same as above
Compensation for trees and crops	8,16,430	6,96,490	31,55,480	25,76,325		Unit cost of trees derived on the basis of PPTA market survey, 2013
Compensation for loss of income	1,54,000	89,600	2,86,300	96,600		Unit cost derived from maximum stated profit /

Batch 1 Stage 1	Amtali (Tk.)	Galachipa (Tk.)	Mathbaria (Tk.)	Pirojpur (Tk.)	Total (US\$)	Remarks
						income per day, PPTA Business Survey, 2013
Relocation and transitional allowance	2,68,550	7,66,000	1,26,963	-		
Vulnerable groups allowance (livelihood rehabilitation training)	1,20,000	4,10,000	1,40,000	70,000		
Consultations, disclosure	3,00,000	3,00,000	3,00,000	3,00,000		
GRM	5,00,000	5,00,000	5,00,000	5,00,000		
Other costs	6,18,000	2,68,205	1,60,788	2,10,000		These include a few costs specific to each town, e.g. cost of construction of boundary wall around PTW/OHT complex at Amtali, cash compensation for repair of partially affected structures, shifting assistance for temporary structures, etc.
Sub-total (Tk)	30,25,948	62,16,145	3,83,86,661	52,84,763		
Contingency cost (10%, in Tk)	3,02,595	6,21,615	38,38,666	5,28,476		
Total for Batch 1 Stage I (Tk)	33,28,543	68,37,760	4,22,25,328	58,13,239	7,27,561	
Total for Batch 1 Stage 2 (4 towns, incl. contingency)					1,62,500	
Total for Batch 2 (Stage 1 & 2, incl. contingency)					8,25,000	
Grand Total					17,15,061	

Note: For Batch 1 Stage II and Batch 2 (Stage I and II), lump sum cost assumed based on proposed investments and estimated potential IR impacts of such investments.

82. RP updating/new RP preparation costs and DMS surveys during RP updating/preparation are considered under detailed design consultancy costs. In Galachipa (Batch 1 Stage I), for structures losing toilets, the cost of provision of community toilets to households lacking space for individual toilets is considered under overall project costs.

IX. MONITORING AND REPORTING

83. RP implementation will be closely monitored to provide the PMU with an effective basis for assessing resettlement progress and identifying potential difficulties and problems. Monitoring will be undertaken by the PMSC and PMU. Monitoring will involve administrative monitoring to ensure that implementation is on schedule and problems are dealt with on a timely basis; socioeconomic monitoring during and after any resettlement impact utilizing baseline

information established through the detailed measurement survey of APs undertaken during project sub-preparation; and overall monitoring.

84. For subproject activities under Batch 1 Stage I, no significant involuntary resettlement impacts are identified. As per ADB SPS, Appendix 2, the project safeguard officer will be required to submit monthly progress reports, to be consolidated by PMSC social safeguard expert to report the status of RPs implementation under the project. The EA will submit semi-annual monitoring reports to ADB and BMGF for review, and post all safeguard monitoring reports on ADB and BMGF's website. A sample monitoring template is given in Appendix 7.

A. Internal Monitoring

85. Internal monitoring (IM) will be carried out by the PMU and PIU safeguard officers. IM indicators will relate to process outputs and results, will be collected directly from the field, and will be reported monthly to the PMU to assess the RP implementation progress and adjust the work plan if necessary. These reports will be consolidated quarterly in the supervision reports for ADB. Specific IM benchmarks will be:

- (i) information campaign and consultation with APs;
- (ii) status of land acquisition and payments on land compensation;
- (iii) compensation for affected structures and other assets;
- (iv) relocation of APs;
- (v) payments for loss of income;
- (vi) selection and distribution of replacement land areas;
- (vii) income restoration activities; and
- (viii) ensuring gender mitigation measures are adhered to during the internal monitoring and reporting process.

86. The above information will be collected by the PMU, which will monitor the day-to-day resettlement activities of the project through the following instruments:

- (i) review of census information for all APs;
- (ii) consultation and informal interviews with APs;
- (iii) key informant interviews; and
- (iv) community public meetings.

B. External Monitoring

87. The project activities for Batch 1 Stage I towns do not have significant impacts on involuntary resettlement; thus, there are no requirements for engaging external monitoring. However, in the event of significant involuntary resettlement identified for future subprojects, external monitoring (EM) will be carried out by an independent party on a regular basis, and results communicated to the PMU and ADB through quarterly or semi-annual reports, whichever is more efficient and practical. Indicators for EM tasks include:

- (i) review and verification of internal monitoring reports prepared by PMU;
- (ii) review of the socioeconomic census and inventory of losses baseline information of pre-displaced persons;
- (iii) identification and selection of impact indicators;
- (iv) impact assessment through formal and informal surveys with the affected persons;
- (v) consultation of APs, officials, and community leaders for preparing review report;

- (vi) assessment of the resettlement efficiency, effectiveness, impact, and sustainability, drawing lessons for future resettlement policy formulation and planning; and
- (vii) ensuring gender mitigation measures are implemented.

88. The EMA will also assess the situation of affected vulnerable groups such as female-headed households, disabled/elderly, the landless, and families below the poverty line. The following will be considered as the basic indicators in monitoring and evaluating the project:

- (i) socioeconomic conditions of APs in the post-resettlement period;
- (ii) communications and reactions from APs on entitlements, compensation, options, alternative developments, relocation timetables, etc.;
- (iii) changes in housing and income levels;
- (iv) rehabilitation of squatters, severely affected people, and different vulnerable groups;
- (v) valuation of property;
- (vi) ability to replace lost assets;
- (vii) disbursement of compensation and other entitlements;
- (viii) level of satisfaction of APs in the post-resettlement period;
- (ix) quality and frequency of consultation and disclosure; and
- (x) conduct of grievance procedures.

89. Internal and external monitoring and reporting will continue until all land acquisition and resettlement (LAR) activities have been completed. External monitoring reports will be disclosed on the project/ADB website. The TOR of external monitoring is in Appendix 8.

APPENDIX 1: INVOLUNTARY RESETTLEMENT IMPACTS SCREENING CHECKLIST

A. Introduction

1. Each subproject/component needs to be screened for any involuntary resettlement impacts which will occur or have already occurred. This screening determines the necessary action to be taken by the project team/ design consultants.

B. Information on subsection/section:

- a. District/administrative name: _____
- b. Location (km): _____
- c. Civil work dates (proposed): _____
- d. Technical description: _____

C. Screening Questions for Involuntary Resettlement Impact

2. Below is the initial screening for involuntary resettlement impacts and due diligence exercise. Both permanent and temporary impacts must be considered and reported in the screening process.

Involuntary Resettlement Impacts	Yes	No	Not Known	Remarks
Will the project include any physical construction work?				
Does the proposed activity include upgrading or rehabilitation of existing physical facilities?				
Will it require permanent and/or temporary land acquisition?				
Is the ownership status and current usage of the land known?				
Are there any non-titled people who live or earn their livelihood at the site or within the corridor of impact (COI)/right of way (RoW)?				
Will there be loss of housing?				
Will there be loss of agricultural plots?				
Will there be losses of crops, trees, and fixed assets (i.e. fences, pumps, etc.)?				
Will there be loss of businesses or enterprises?				
Will there be loss of incomes and livelihoods?				
Will people lose access to facilities, services, or natural resources?				
Will any social or economic activities be affected by land use-related changes?				
Are any of the affected persons (AP) from indigenous or ethnic minority groups?				If yes, please describe the situation

D. Involuntary Resettlement Impact

3. After reviewing the answers above, EA/safeguard team will confirm that the assigned/proposed project/subproject/section:

has involuntary resettlement (IR) impacts, so a resettlement plan (or corrective action plan) is required

has no IR impacts, so no resettlement plan is required

Prepared by:	Verified by:
Signature:	Signature:
Name:	Name:
Position:	Position:
Date:	Date:

APPENDIX 2: OUTLINE OF A RESETTLEMENT PLAN

1. This outline is part of the ADB SPS Safeguard Requirements 2. A resettlement plan is required for all projects with involuntary resettlement impacts. Its level of detail and comprehensiveness is commensurate with the significance of potential involuntary resettlement impacts and risks. The substantive aspects of the outline will guide the preparation of the resettlement plans, although not necessarily in the order shown.

A. Executive Summary

2. This section provides a concise statement of project scope, key survey findings, entitlements, and recommended actions.

B. Project Description

3. This section provides a general description of the project, discusses project components that result in land acquisition, involuntary resettlement, or both, and identifies the project area. It also describes the alternatives considered to avoid or minimize resettlement. It includes a table with quantified data and provides a rationale for the final decision.

C. Scope of Land Acquisition and Resettlement

4. This section:

- (i) discusses the project's potential impacts, and includes maps of the areas or zone of impact of project components or activities;
- (ii) describes the scope of land acquisition (provides maps) and explains why it is necessary for the main investment project;
- (iii) summarizes the key effects in terms of assets acquired and displaced persons; and
- (iv) provides details of any common property resources that will be acquired.

D. Socioeconomic Information and Profile

5. This section outlines the results of the social impact assessment, the census survey, and other studies, with information and data disaggregated by gender, vulnerability, and other social groupings, including:

- (i) defining, identifying, and enumerating the people and communities to be affected;
- (ii) describing the likely impacts of land and asset acquisition on the people and communities affected, taking social, cultural, and economic parameters into account;
- (iii) discussing the project's impacts on the poor, indigenous, and/or ethnic minorities, and other vulnerable groups; and
- (iv) identifying gender and resettlement impacts, and the socioeconomic situation, impacts, needs, and priorities of women.

E. Information Disclosure, Consultation, and Participation

6. This section:

- (i) identifies project stakeholders, especially primary stakeholders;

- (ii) describes the consultation and participation mechanisms to be used in the different stages of the project cycle;
- (iii) describes the activities undertaken to disseminate project and resettlement information during project design and preparation for engaging stakeholders;
- (iv) summarizes the results of consultations with affected persons (including host communities), and discusses how concerns raised and recommendations made were addressed in the resettlement plan;
- (v) confirms disclosure of the draft resettlement plan to affected persons, and includes arrangements to disclose any subsequent plans; and
- (vi) describes the planned information disclosure measures (including the type of information to be disseminated and the method of dissemination) and the process for consultation with affected persons during project implementation.

F. Grievance Redress Mechanisms

7. This section describes mechanisms to receive and facilitate the resolution of affected persons' concerns and grievances. It explains how the procedures are accessible to affected persons and gender sensitive.

G. Legal Framework

8. This section:

- (i) describes national and local laws and regulations that apply to the project, identifies gaps between local laws and ADB's policy requirements, and discusses how any gaps will be addressed;
- (ii) describes the legal and policy commitments of the executing agency for all types of displaced persons;
- (iii) outlines the principles and methodologies used for determining valuations and compensation rates at replacement cost for assets, incomes, and livelihoods, and sets out the compensation and assistance eligibility criteria, and how and when compensation and assistance will be provided; and
- (iv) describes the land acquisition process, and prepares a schedule for meeting key procedural requirements.

H. Entitlements, Assistance, and Benefits

9. This section:

- (i) defines entitlements and eligibility of displaced persons, and describes all resettlement assistance measures (includes an entitlement matrix);
- (ii) specifies all assistance to vulnerable groups, including women and other special groups; and
- (iii) outlines opportunities for affected persons to derive appropriate development benefits from the project.

I. Relocation of Housing and Settlements

10. This section:

- (i) describes options for relocating housing and other structures, including replacement housing, replacement cash compensation, and/or self-selection (ensuring that gender concerns and support to vulnerable groups are identified);

- (ii) describes alternative relocation sites considered, community consultations conducted, and justification for selected sites, including details on location, environmental assessment of sites, and development needs;
- (iii) provides timetables for site preparation and transfer;
- (iv) describes the legal arrangements to regularize tenure and transfer titles to resettled persons;
- (v) outlines measures to assist displaced persons with their transfer and establishment at new sites;
- (vi) describes plans to provide civic infrastructure; and
- (vii) explains how integration with host populations will be carried out.

J. Income Restoration and Rehabilitation

11. This section:
- (i) identifies livelihood risks and prepares disaggregated tables based on demographic data and livelihood sources;
 - (ii) describes income restoration programs, including multiple options for restoring all types of livelihoods (e.g. project benefit sharing, revenue sharing arrangements, and joint stock for equity contributions such as land, while discussing sustainability and safety nets);
 - (iii) outlines measures to provide a social safety net through social insurance and/or project special funds;
 - (iv) describes special measures to support vulnerable groups;
 - (v) explains gender considerations; and
 - (vi) describes training programs.

K. Resettlement Budget and Financing Plan

12. This section:
- (i) provides an itemized budget for all resettlement activities, including for the resettlement unit, staff training, monitoring and evaluation, and preparation of resettlement plans during loan implementation;
 - (ii) describes the flow of funds (the annual resettlement budget should show budget-scheduled expenditure for key items);
 - (iii) includes a justification for all assumptions made in calculating compensation rates and other cost estimates (taking into account both physical and cost contingencies), plus replacement costs; and
 - (iv) includes information on the source of funding for the resettlement plan budget.

L. Institutional Arrangements

13. This section:
- (i) describes institutional arrangement responsibilities and mechanisms for carrying out the measures of the resettlement plan;
 - (ii) includes institutional capacity building programs, including technical assistance, if required;
 - (iii) describes the role of NGOs, if involved, and organizations of affected persons in resettlement planning and management; and
 - (iv) describes how women's groups will be involved in resettlement planning and management.

M. Implementation Schedule

14. This section includes a detailed, time-bound implementation schedule for all key resettlement and rehabilitation activities. The implementation schedule should cover all aspects of resettlement activities synchronized with the project schedule of civil works construction, and provide land acquisition process and timeline.

N. Monitoring and Reporting

15. This section describes the mechanisms and benchmarks appropriate to the project for monitoring and evaluating the implementation of the resettlement plan. It specifies arrangements for participation of affected persons in the monitoring process. This section will also describe reporting procedures.

APPENDIX 3: SAMPLE FORM FOR INVENTORY OF LOSS SURVEYS

Questionnaire No.:

Town: _____

Name of the enumerator: _____

Date: _____

Field supervisor: _____

Time: _____

1.0 GENERAL IDENTIFICATION:

1.1	Name of road:	1.4	Address _____
1.2	Mouza/khatiar: _____	1.5	Survey no./Dag no./Plot no.: _____
1.3	Location/PIN CODE:	1.6	Owner/sharecropper/laborer/encroacher/other, specify _____

2.0 HOUSEHOLD IDENTIFICATION:

2.1 Name of the head of the household: _____

2.2 Name of the respondent: _____

2.3 Relationship of the respondent with the head of the household: (Code)

2.4 Type of loss Structure only Land only Land and structure
 Orchard/tree Other assets

3.0 SOCIOECONOMIC PROFILE OF HOUSEHOLD

3.1 Religious Group:

1. Muslim 2. Hindu 3. Buddhist 4. Christian 5. Other (specify) _____

3.2 Vulnerability: (tick, multiple responses possible)

1..BPL___ 2.Disabled member/head___ 3. Indigenous people___ 3. Other (specify)_____

3.3 Is the head of the **HH** female: 1-Yes 2 - No

3.4 Type of family: 1. Nuclear 2. Joint 3. Extended _____

3.5 Present sources of income:

3.6 Primary source of income:

4.0 Details of affected land

4.1 Present use(s) of land _____

4.2 Total area of land held at the location _____ (in acres/ha/other, please specify)

4.3 Annual income (total turnover) per unit (acre/ha) in Tk. _____

4.4 Annual cost of operation of the total landholding in Tk. _____ (Please include labor cost and operating cost including fertilizer, pesticide, water, electricity, any other cost.)

4.5 **Details of sharecroppers on concerned landholding**

Sharecropper(s)	No.	Lease amount paid/xx months or year	For landowner: Whether sharecropper(s) can operate in remaining landholding/other property of landowner (Yes/No). If yes, where?	For landowner: Whether willing to return lease amount and compensate sharecropper for losses (Yes/No). If yes, how much?	For sharecropper: What losses will you incur when this land is acquired (Tk)? What do you think will be fair compensation (Tk)?

4.7 **Details of workers employed on concerned landholding**

Workers/laborers	No.	Wages paid (Tk./day or month, please specify)	Whether workers can be employed in remaining landholding/other property of landowner (Yes/No)
Permanent workers			
Migrant/seasonal workers			

4.8 Are there any trees on the identified land? Yes/No

4.8.1 If yes, please specify species, number, use, and income from such trees

Tree species	No.	Use	Income (Tk.)

4.8.2 Details of cultivation/plantation

Crop(s)	Production (specify unit e.g kg/ tons/ <i>quintals</i>)	Production for own use -1 /sale -2	If produced for sale, income (Tk. per _____ (annum/season/other, specify)

Materials used (Col 3,4,5)

- | | | | |
|--------------------|------------|------------------|------------------|
| 1. Tin/zinc sheets | 2. Mud | 3. Brick masonry | 4. Stone masonry |
| 5. RCC | 6. Stone | 7. Wood shingles | 8. Concrete |
| 9. Thatched | 10. Timber | 11. Masonry | 12. Stone/bricks |

6.0 Summary of affected structure

6.1 Do you have legal rights/documents of this affected structure? 1 - Yes 2 - No

6.2 If yes, name the documents in support of your ownership.

6.3 Is there any tenant/worker in this affected structure? 1 - Yes 2 - No

6.4 If "Yes," number of tenants/workers: _____

Use of structure	Type of structure 1= <i>pucca</i> 2 = semi- <i>pucca</i> 3 = <i>kucha</i>	No. of storeys	No. of rooms	Size	Whether in use 1 = In use 2 = Vacant/ abandoned	General condition 1=good 2=bad 3=poor	Age of structure	Own ership
Residential								
Commercial								
Residential-cum commercial								
Work shed /HH Industry								
Cattle shed								
Kiosks								
Irrigation structure								
Other								

6.5 Do the tenants'/workers' families live in the affected structure?¹ _____

6.6 What is the market value of this affected structure as of today's date?

6.7 How much house/holding tax are you paying? (Last tax paid) (FY) _____

7.0 RESETTLEMENT AND REHABILITATION OPTION

7.1 What is your opinion (**priority wise**) on resettlement and rehabilitation option?

In case of structure loss		Priority no.	In case of land loss		Priority no.
1.	Constructed structure		1.	Land for land	
2.	Land for structure		2.	Cash compensation	
3.	Cash compensation		3.	Assistance for allied activities	

¹ Note: If yes, enumerator to fill up questionnaire for 33% of affected households.

4.	Others (specify):		4.	Others (specify):	
----	-------------------	--	----	-------------------	--

8.0 DETAILS OF OTHER ASSETS:**8.1 Do you possess any other assets elsewhere?**

a) If "Yes," please give details

Land	Acre/ ha/ no.	Use (sale/consumption/ both)	Income from the asset (Tk.)	Approx. replacement cost/ market value (Tk.)
Irrigated				
Non-irrigated				
Barren				
Orchards				
Trees				
Well				
Tube/bore well				
Any other				

8.2 Details of household assets

a) Do you have following items in your house?

Items	1-Yes, 2-No	Items	1-Yes, 2-No
i) Television		vi) Washing machine	
ii) Refrigerator		vii) Other, specify	
iii) Computer			
iv) Motorcycle/scooter			
v) Car/jeep			

8.3 Do you receive any benefits from government (under social welfare programs, food security programs, BPL benefits, etc.)? 1. Yes 2. No

If yes, please specify program and benefit received. _____

8.4 Do you belong to any traditional tribal community? 1. Yes 2. No

If yes, please specify. _____

9.0 HOUSEHOLD DETAILS9.1 Male 9.2 Female 9.3 Adult9.4 Children 9.5 Married 9.6 UnmarriedWidow/divorced Major occupation Handicapped Total HH income (P.A.) in Tk.

Sl. No.	Name of HH member	Relation to HH head @	Age	Sex	Marital status	Education	Occupation		Income per month/year (in Tk.)	Whether PCH	Any special skill possessed
							Main	Subsidiary			
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
1.											
2.											
3.											
4.											
5.											
6.											
7.											
8.											
9.											
10.											
11.											
12.											

10.0. Income/employment details (supplementary information of Table 9.0)

10.1 Total monthly/yearly household income:

Tk.....

10.2 Expenditure details of household

Sl. No	Head of Expenditure	Tk./Month
	Food	
	Clothing	
	Education	
	Health	
	Taxes (including land, property, income/sales)	
	Miscellaneous	
	Total	

10.3 Is any member of household unemployed? Yes/No

10.4 Would any member of household like to undergo skill training/enhancement/refresher course?

Yes/No_____If yes, what type of training? (Please specify)_____

11. Concerns/suggestions of respondent : _____

APPENDIX 4: CHECKLIST FOR SURVEY OF AFFECTED BUSINESSES

Date of survey				Serial no:
Name of affected person				
Father's/mother's name				
Address/location				
Type of affected business	<input type="checkbox"/> Permanent	<input type="checkbox"/> Semi-permanent	<input type="checkbox"/> Hawker/movable	
Type of merchandise	<input type="checkbox"/> Fruits and vegetables	<input type="checkbox"/> Food	<input type="checkbox"/> Books/stationery	
	<input type="checkbox"/> Clothes	<input type="checkbox"/> Shoe repair	<input type="checkbox"/> Others (Specify) _____	
Status of ownership	<input type="checkbox"/> Owner		<input type="checkbox"/> Tenant	
Since when has the person operated in that location?				
Frequency of operation in a week	<input type="checkbox"/> Every day	<input type="checkbox"/> Most days	<input type="checkbox"/> 1-2 days per week	
	<input type="checkbox"/> Less than 1 day per week	<input type="checkbox"/> Seasonal (Specify) _____	<input type="checkbox"/> Others (Specify) _____	
Person/s employed, if any	No:			
Rent per month, if any	Tk.			
Average profit per day	Tk.			
Will the person be affected?	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
Type of vulnerability/distress	<input type="checkbox"/> None	<input type="checkbox"/> BPL	<input type="checkbox"/> Disabled	
	<input type="checkbox"/> WHH	<input type="checkbox"/> Minority/child worker	<input type="checkbox"/> Others (Specify) _____	
Date when work will start on road				
Permanent structure/s present?	<input type="checkbox"/> Yes		<input type="checkbox"/> None	
Use of permanent structure	<input type="checkbox"/> Boundary wall/s	<input type="checkbox"/> Residential	<input type="checkbox"/> Commercial/business	
If structure is present, type of ownership	<input type="checkbox"/> Owner		<input type="checkbox"/> Rental How much per month? _____ Tk.	
Document prepared by:	Supervised by:		Document checked by:	

BPL=below poverty line; WHH=woman-headed household/woman as chief wage earner

APPENDIX 5: DRAFT PROJECT INFORMATION DISCLOSURE LEAFLET

A. Background

1. The Coastal Towns Environmental Infrastructure Project (CTEIP) is a key infrastructure initiative of the Government of Bangladesh. The project is located in the coastal area of Bangladesh, and is designed to improve and expand municipal infrastructure and related services in selected *pourashavas* (municipalities), incorporating climate change resilience measures. The project consists of three components: (i) improved climate-resilient municipal infrastructure; (ii) strengthened institutional capacity, governance, and awareness; and (iii) project management and administration support. The impact of the project will be improved climate change resilience and natural disaster preparedness in coastal towns. The outcome of the project will be improved access to climate disaster-resilient municipal services, including (i) municipal infrastructure such as drainage, cyclone shelters, urban roads, bridges, culverts, solid waste management, bus terminals, slum improvements, boat landings, and markets; (ii) water supply; and (iii) sanitation. The project is to be implemented in 6 years from 2014 to 2020.

B. Subproject description

2. Subproject components proposed in XXX town for building urban infrastructure under Batch X Stage X of CTEIP have been prioritized using climate resilience criteria as well as need. Proposed subprojects in XXXX include XXX km of road improvement, X bridges, X cyclone shelters, equipment procurement for solid waste management, XXX km of drainage and flood control interventions financed by ADB, a septage treatment facility, sanitation facilities (community toilets and wastewater management facility) for a low income settlement, and a wastewater management facility for a housing settlement with low, medium, and high income groups, co-financed by the Bill and Melinda Gates Foundation. Other than equipment procurement for solid waste management and sanitation, all proposals are for civil works components.

C. Policy and Principles

3. A resettlement plan (RP) has been prepared for XXX town, based on applicable legal and policy frameworks of the government, namely the Acquisition and Requisition of Immovable Property Ordinance (ARIPO), 1982 and its subsequent amendments in 1993 and 1994, and ADB's Safeguard Policy Statement (SPS), 2009.

D. Involuntary Resettlement impact

4. Major/minor IR impacts are envisaged under the proposed project components of CTEIP in XXX. The scope of land acquisition and resettlement is identified based on field visits to each site and/or alignment. Private land acquisition of XXX acres is anticipated for the proposed xx component under CTEIP. XXXX structures are likely to be partially affected and XXX structures fully affected, of which XXXX structures are abandoned. XXXX structures are likely to require relocation, and XXXX affected persons will require resettlement.

E. Entitlement

5. The project provides for compensation of all potential losses, including potential income losses for vendors at replacement value. All displaced households and persons will be entitled to a combination of compensation packages and resettlement assistance, depending on the

nature of ownership rights on lost assets, scope of the impacts, and socioeconomic vulnerability of the displaced persons, and measures to support livelihood restoration if livelihood impacts are envisaged. The displaced persons will be entitled to (i) compensation for loss of land at the replacement value; (ii) compensation for loss of structures (residential/commercial) and other immovable assets at their replacement value (without counting the depreciation value); (iii) compensation for loss of business/wage income; (iv) assistance for shifting of structure; (v) rebuilding and/or restoration of community resources/facilities; and (vi) livelihood/ transitional cash assistance for 6 months for all physically displaced persons at official minimum wage of the appropriate AP's occupation for each head of the affected family. A budgetary provision of US\$ XXXX for RP implementation is made.

6. The eligible displaced persons (DP) for compensation and/or assistance for this project are: (i) title owner who will lose land partially or totally; (ii) owners of affected houses, shops, sheds, or other types of structures for residential and commercial purposes, regardless of their titles to the land; (iii) owners of affected trees, crops, and fish ponds affected by the land acquisition, regardless of their titles to the land; (iv) any DPs who will lose permanent or temporary livelihood income from any income generating activity affected by the project; (v) DPs who will lose access to land or communal facility; (vi) any formal and informal lessee to land, shelters, shops, sharecroppers, shareholders, renters, etc. who will lose their access to land or shops/shelters due to acquisition of such assets by the project; and (vii) vulnerable DPs as defined by ADB safeguard policy. The people who have legal title to the affected properties will be compensated in two steps. Initially they will receive compensation according to the government policy (ARIPO) from DC's office based on their legal documents. Then, they will receive additional compensation from the LGED/*pourashava*.

F. Institutional Arrangement

7. The Ministry of Local Government, Rural Development and Cooperatives (MLGRDC) acting through its Local Government Engineering Department (LGED) and the Department of Public Health Engineering (DPHE) will be the Executing Agencies of the project. The Local Government Engineering Department (LGED) is the lead executing agency (EA), and Department of Public Health Engineering (DPHE) is the co-executing agency.¹ LGED is responsible for providing support and guidance to *pourashavas* concerning performance criteria and *pourashava* development planning. Implementation activities will be overseen by a separate project management unit (PMU). The participating *pourashavas* are the implementing agencies (IA), with a project implementation unit (PIU) within the *pourashava* structure. Local LGED and DPHE offices will be involved in the functioning of the PIUs to provide technical support. Consultant teams² are responsible for (i) detailed engineering design, contract documents preparation, and safeguards facilitation; (ii) project management and administration support; (iii) assistance in supervising construction; (iv) strengthening of local governance, conducting studies/surveys on flood inundation and climate change impacts, and facilitating disaster risk management capacity building and community level adaptation through locally managed climate resilience funds; and (v) community-based climate adaptation and disaster preparedness, awareness raising on behavioral change in water, sanitation, and hygiene (WASH) activities, and facilitating resettlement procedures.

¹ LGED is responsible for (i) roads, (ii) bridges, (iii) solid waste management, (iv) cyclone shelters, and (v) drainage and flood control. DPHE is responsible for (i) water supply, and (ii) sanitation.

² Consultant teams are composed of project detailed design consultants, project management and supervision consultants (PMSC), and institutional capacity and community development consultants (ICCDC)

G. Grievance Redress Mechanism (GRM)

8. To resolve all project related grievances and complaints, a common social and environmental grievance redress mechanism will be in place. Common and simple grievances will be sorted out at project site level by the contractor's resettlement supervisor and supervision staff of PIU within 7 days, with the involvement of the ward level coordination committee, as required. Any unresolved grievances will be forwarded to the town-level grievance redress committee (GRC), which will have affected persons and civil society/ eminent citizens as members. Complaints and grievances not addressed by the GRC within 15 days will be sent to the PMU. Those remaining unresolved will be sent to the interministerial program steering committee (IPSC) to be resolved within 14 days. The project GRM notwithstanding, an aggrieved person shall have access to the country's legal system at any stage.

Contact details

Organization	Name	Position	Address and Phone Numbers
PIU		Safeguard officer	
Contractor		Safeguard supervisor	
ICCDC		Community mobilizer	
PMU		Safeguard officer	
PMSC		Safeguard specialist	

APPENDIX 6: SAMPLE GRIEVANCE REDRESS FORM

(To be available in Bangla and English)

The _____ Project welcomes complaints, suggestions, queries, and comments regarding project implementation. We encourage persons with grievances to provide their name and contact information to enable us to get in touch with you for clarification and feedback. Should you choose to include your personal details but want that information to remain confidential, please inform us by writing/typing ***(CONFIDENTIAL)*** above your name. Thank you.

Date		Place of registration			
Contact information/personal details					
Name		Gender	* Male * Female	Age	
Home address					
Place					
Phone no.					
E-mail					
Complaint/suggestion/comment/question Please provide the details (who, what, where, and how) of your grievance below:					
If included as attachment/note/letter, please tick here:					
How do you want us to reach you for feedback or for update on your comment/grievance?					

FOR OFFICIAL USE ONLY

Registered by: (Name of official registering grievance)	
Mode of communication: Note/letter E-mail Verbal/telephonic	
Reviewed by: (Names/positions of officials reviewing grievance)	
Action taken:	
Whether action taken disclosed:	Yes No
Means of disclosure:	

APPENDIX 7: SAMPLE MONITORING TEMPLATE

1. A semi-annual monitoring report shall be prepared on resettlement plan implementation and submitted to ADB and BMGF by the PMU. It will include: (i) the list of APs, with compensation, if any, due to each; details of compensation paid with signed receipts annexed to the report; and socioeconomic status and satisfaction levels of APs with the RP implementation process, compensation, and mitigation measures; (ii) the list of vulnerable APs and additional compensation/special protection measures planned/implemented for them, as well as socioeconomic status and satisfaction levels of vulnerable APs with the RP implementation process, compensation, and mitigation measures; (iii) list of affected common facilities, plans to restore access, and/or actions taken to restore access to the same or to facilities of equal quality elsewhere; (iv) list of roads for closure and actions planned/taken to minimize disturbance; (v) details of consultations held with APs (with number of participants by gender, issues raised, conclusion/agreement reached, actions required/taken; (vi) details of grievances registered, redressed, outstanding complaints, and minutes of GRM meetings held; (vii) details of information disclosure and awareness generation activities, levels of awareness among target population, and behavior change, if any; and (viii) any other relevant information showing RP implementation progress. The following checklist may be used for overall monitoring of RP implementation.

S. N.	Resettlement Plan Activities	Completed Y/N	Remarks
A. Pre-construction Activities and Resettlement Plan Activities			
1	Approval of final resettlement plan by ADB and BMGF prior to contract award		
2	Disclosure of final resettlement plan on ADB, BMGF, and EA websites		
3	Circulation of summary RP in two local languages to all stakeholders		
A. Resettlement Plan Implementation			
1	Grievance redress committee and telephone hotlines established		
2	Entitlements and grievance redress procedure disclosed		
3	Finalization of list of Aps and vulnerable APs and compensation/assistance/allowances due		
4	Finalization of list of affected common facilities and roads for closure; mitigation measures proposed		
5	Affected persons receive entitlements as per amounts and program specified in RP		
6	Payment of compensation, allowances, and assistance (no. of APs)		
7	Additional assistance for vulnerable households given (no. of vulnerable APs)		
8	Livelihood arrangements provided to vulnerable APs		
9	Reinstallation of affected common facilities		
10	Grievances No. of grievances registered No. of grievances redressed Outstanding complaints Disclosure of grievance redress statistics		
11	Consultation, participation, and disclosure as per plan		
C. Monitoring			
1	Survey on socioeconomic status of APs (including vulnerable APs) completed and compared with baseline survey results		
2	Survey on satisfaction levels of APs with RP implementation completed		
D. Labor			
1	Implementation of all statutory provisions on labor like health, safety, welfare, sanitation, and working conditions by contractors		
2	Equal pay for equal work for men and women		

NOTE: Where applicable, the information provided in the table should be supported by detailed explanatory report, receipts, and other details.

APPENDIX 8: TERMS OF REFERENCE FOR EXTERNAL MONITOR

A. Objective of Monitoring

1. Monitoring and evaluation are important activities of resettlement plan (RP) implementation, as they can address compliance to the agreement outlined in the plan as well as fulfillment of the objectives of ADB's Policy of Involuntary Resettlement. The main task of the monitoring and evaluating agency would be to carry out impact assessment of RP implementation, and accordingly carry out process documentation. The agency will ensure the achievement of the resettlement goal and livelihood and living standards of the physically displaced families before and after relocation, and will ensure recording of DP's view on resettlement, compensation, and grievance redress procedure. It will also evaluate the progress of the rehabilitation process. In case of economical displacement, post-resettlement economic standards of the displaced families, particularly of the vulnerable groups, will be critically appraised.
2. The agency should also identify the best practices and factors responsible for the success of the implementation of RP, and simultaneously, the factors responsible when matters related to R&R are not successfully implemented.

B. Scope of Work

3. The key activities to be focused on during external monitoring are as follow:
 - (i) Verify and review internal monitoring reports prepared by the project.
 - (ii) Make a comparative study between pre- and post-relocation.
 - (iii) Identify and select impact indicators.
 - (iv) Conduct impact assessment through methods discussed in the next section.
 - (v) Assess the efficiency, effectiveness, impact, and sustainability of the resettlement procedures.
 - (vi) Help in future resettlement policy formulation and planning.

C. Methods:

- (i) Key informant interviews: with select local leaders, community representatives, *pourashava* officials about resettlement activities and implementation.
- (ii) Focus group discussion: on specific topics on compensation, services at resettlement areas, income restoration, and gender to be discussed in groups of DPs.
- (iii) Structured direct observations: field observations on status of resettlement implementation, individual and group interviews.
- (iv) Case studies: on DPs or communities from various social classes, to assess impact of resettlement.

D. Reporting

4. An inception report describing the work plan, time frame, and resettlement site visit must be provided within a fortnight after the contract is signed. The external monitoring agency will submit half-yearly reports during project implementation. External monitoring will verify the results of internal monitoring, and evaluate whether the objectives of the plan are being met. The external monitor will submit reports to ADB and the PMU. One completion report will be prepared after RP implementation is complete. The completion report will consist of an

evaluation of RP implementation and its efficacy, and whether resettlement objectives are met. The report will advise on means of improving RP implementation.

E. Necessary Qualification of the Evaluating Team

5. The agency carrying out the evaluation work must be a team of professionals with prior experience in the field of resettlement and rehabilitation. The team must have the ability to hold discussions both with decision makers and at the grassroots level.

APPENDIX 9: OUTLINE OF INDIGENOUS PEOPLES PLAN¹

A. Executive Summary of the Indigenous Peoples Plan (IPP)

1. This section concisely describes the critical facts, significant findings, and recommended actions.

B. Description of the Project

2. This section provides a general description of the project; discusses project components and activities that may result in impacts on indigenous peoples; and identifies the project area.

C. Social Impact Assessment

3. This section:

- (i) reviews the legal and institutional framework applicable to indigenous peoples in project context;
- (ii) provides baseline information on the demographic, social, cultural, and political characteristics of the affected indigenous peoples communities; the land and territories that they have traditionally owned or customarily used or occupied; and the natural resources on which they depend;
- (iii) identifies key project stakeholders and elaborates on a culturally appropriate and gender-sensitive process for meaningful consultation with indigenous peoples at each stage of project preparation and implementation, taking the review and baseline information into account;
- (iv) assesses, based on meaningful consultation with the affected indigenous peoples communities, the potential adverse and positive effects of the project. Critical to the determination of potential adverse impacts is a gender-sensitive analysis of the relative vulnerability of, and risks to, the affected indigenous peoples communities, given their particular circumstances and close ties to land and natural resources, as well as their lack of access to opportunities relative to those available to other social groups in the communities, regions, or national societies in which they live;
- (v) includes a gender-sensitive assessment of the affected indigenous peoples' perceptions about the project and its impact on their social, economic, and cultural status; and
- (vi) identifies and recommends, based on meaningful consultation with the affected indigenous peoples communities, the measures necessary to avoid adverse effects or, if such measures are not possible, identifies measures to minimize, mitigate, and/or compensate for such effects, and to ensure that the indigenous peoples receive culturally appropriate benefits under the project

D. Information Disclosure, Consultation, and Participation

4. This section:

- (i) describes the information disclosure, consultation, and participation process with the affected indigenous peoples communities that was carried out during project preparation;

¹ Cf. ADB Safeguards Policy Statement (2009), Annex to Appendix 3.

- (ii) summarizes their comments on the results of the social impact assessment, and identifies concerns raised during consultation and how these have been addressed in project design;
- (iii) in the case of project activities requiring broad community support, documents the process and outcome of consultations with affected indigenous peoples communities, and any agreement resulting from such consultations, for the project activities and safeguard measures addressing the impacts of such activities;
- (iv) describes consultation and participation mechanisms to be used during implementation to ensure indigenous peoples' participation during implementation; and
- (v) confirms disclosure of the draft and final IPP to the affected indigenous peoples communities.

E. Beneficial Measures

5. This section specifies the measures to ensure that the indigenous peoples receive social and economic benefits that are culturally appropriate and gender responsive.

F. Mitigative Measures

6. This section specifies the measures to avoid adverse impacts on indigenous peoples, and where avoidance is impossible, specifies the measures to minimize, mitigate, and compensate for identified unavoidable adverse impacts for each affected indigenous peoples group.

G. Capacity Building

7. This section provides measures to strengthen the social, legal, and technical capabilities of (i) government institutions to address indigenous peoples' issues in the project area; and (ii) indigenous peoples' organizations in the project area, to enable them to represent the affected indigenous peoples more effectively.

H. Grievance Redress Mechanism

8. This section describes the procedures to redress grievances by affected indigenous peoples' communities. It also explains how the procedures are culturally appropriate, gender sensitive, and accessible to indigenous peoples

I. Monitoring, Reporting, and Evaluation

9. This section describes the mechanisms and benchmarks appropriate to the project for monitoring and evaluating the implementation of the IPP. It also specifies arrangements for participation of affected indigenous peoples in the preparation and validation of monitoring and evaluation reports.

APPENDIX 10: OUTLINE OF SOCIAL SAFEGUARDS MONITORING REPORT DURING PROJECT IMPLEMENTATION PERIOD

1. Following requirements of the ADB Safeguard Policy Statement (2009) and the Operations Manual section on safeguard policy (OM F1), borrowers/clients are required to establish and maintain procedures to monitor the status of implementation of safeguard plans, and ensure progress is made toward the desired outcomes. For projects categorized as A or B in involuntary resettlement and/or indigenous people, the borrowers/clients are required to submit semiannual monitoring reports for ADB review. The level of detail and comprehensiveness of a monitoring report is commensurate with the complexity and significance of social safeguard impacts (IR and IP), and with the current status of project implementation phase.

2. This outline can be used for periodic monitoring reports (semiannual) and RP/IPP completion reports to start the civil works in the impacted areas. A safeguard monitoring report may include the following elements:

A. Executive Summary

3. This section provides a concise statement of project scope and impacts, key findings, and recommended actions.

B. Background of the Report and Project Description

4. This section provides a general description of the project, including:

- (i) background/context of the monitoring report, which includes the information on the project, project components, safeguards categorizations, and general scope of the social safeguards impacts;
- (ii) information on the implementation progress of the project activities, scope of monitoring report and requirements, and reporting period, including frequency of submission and changes in project scope and adjusted safeguard measures, if applicable; and
- (iii) summary table of identified impacts and the mitigation actions.

C. Scope of Impacts

5. This section outlines the detail of:

- (i) scale and scope of the project's safeguards impacts;
- (ii) vulnerability status of the affected people/communities; and
- (iii) the entitlement matrix and other rehabilitation measures, as applicable, as described in the approved final RP(s) /IPP(s).

D. Compensation and Rehabilitation²

6. This section describes the process and progress of the implementation of the safeguard plan and other required activities as determined in the plan. This includes:

² Depending on the status of the final detailed design during the submission of the report, this activity might have not started yet. Provide the information on the expected date the activity will be conducted instead.

- (i) payment of the affected assets compensation, allowances, loss of incomes, etc. to the entitled persons; and
- (ii) provision of other types of entitlement as described in the matrix, and implementation of livelihood rehabilitation activities as determined in the plan.

7. Quantitative as well as qualitative results of the monitoring parameters, as agreed in the plan, should be provided.

E. Public Participation and Consultation

8. This section describes public participation and consultations activities during the project implementation as agreed in the plan. This includes final consultations with APs during RP finalization, after the completion of detail design; the numbers of activities conducted; and issues raised during consultations and responses provided by the project team, implementing NGOs, project supervision consultants, contractors, etc.

F. Grievance Redress Mechanism (GRM)

9. This section described the implementation of project GRM as design in the approved RP/IPP. This includes evaluations of its effectiveness, procedures, complaints received, timeliness in resolving issues/complaints, and resources provided to solve the complaints. Special attention should be given if there are complaints received from affected people or communities.

G. Institutional Arrangement

10. This section describes the actual implementation or any adjustment made to the institutional arrangement for managing the social safeguard issues in the projects. This includes the establishment of a safeguard unit/team and appointment of staff in the EA/IA; implementation of the GRM and its committee; supervision and coordination between institutions involved in the management and monitoring of safeguards issues; and the roles of NGO and women's groups in the monitoring and implementation of the plan, if any.

H. Monitoring Results - Findings

11. This section describes the summary and key findings of the monitoring activities. The results are compared with previously established benchmarks and compliance status (e.g., adequacy of IR compensation rates and timeliness of payments; adequacy and timeliness of IR rehabilitation measures, including serviced housing sites, house reconstruction, livelihood support measures, and training; budget for implementing EMP, RP, or IPP; timeliness and adequacy of capacity building, etc.). It also compares the objectives of safeguards with desired outcomes documented (e.g. IR impacts avoided or minimized; livelihood restored or enhanced; IP's identity, human right, livelihood systems, and cultural uniqueness fully respected; IP not suffering adverse impacts, environmental impacts avoided, or minimized, etc.). For FI projects, this includes the effectiveness of the environmental and social management system (ESMS) managed by the FI and its participating institutions³. If noncompliance or any major gaps are identified, include the recommendation of a corrective action plan.

³ Specific for the FI projects, an external agency may be required to conduct an audit of the project ESMS.

I. Compliance Status

12. This section will summarize the compliance status of the project activities with the loan covenants, ADB SPS (2009) on SR 2, and the approved final RP(s).

J. Follow-Up Actions, Recommendation, and Disclosure

13. This section describes recommendations and further actions or items to focus on for the remaining monitoring period. It also includes lessons learned for improvement of future safeguard monitoring activities. Disclosure dates of the monitoring report to the affected communities should also be included. A time-bound summary table for required actions should be included.

Appendix 1

- i. List of Affected Persons and Entitlements
- ii. Summary of RP/IPP with Entitlement Matrix

Appendix 2

- i. Copies of AP's Certification of Payment (signed by the APs)
- ii. Summary of Minutes of Meetings During Public Consultations
- iii. Summary of Complaints Received and Solution Status